



AGENDA

Equity, Diversity and Inclusion Committee

Meeting Date

April 8, 2025

Time

11:00 A.M.

Location

50 Water Street, Room 1701

CALL TO ORDER

José Pagán

ADOPTION OF MINUTES

José Pagán

January 14, 2025

DIVERSITY & INCLUSION UPDATE

Ivelesse Mendez-Justiniano

EQUAL EMPLOYMENT OPPORTUNITY (EEO) REPORT

Yvette Villanueva
Blanche Greenfield
Nicole Phillips

OLD BUSINESS

José Pagán

NEW BUSINESS

ADJOURNMENT



Equity, Diversity and Inclusion Committee Meeting - January 14, 2025

As Reported by: Patricia Marthone

Committee Members Present: Patricia Marthone, Mitchell Katz, Jackie Rowe-Adams, Zahirah McNatt, Karen St. Hilaire, Sally Hernandez-Piñero listening in a virtual capacity

CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board was called to order at 4:05 p.m.

Dr. Patricia Marthone noted for the record that Dr. Zahirah McNatt is representing Dr. Michelle Morse and Karen St. Hilaire is representing Molly Wasow Park, both in a voting capacity.

Upon motion made and duly second the minutes of the September 10, 2024 meeting was unanimously approved.

DIVERSITY AND INCLUSION UPDATE

Ivelesse Mendez-Justiniano, Vice President, Chief Diversity, Equity, & Inclusion Officer, provided an overview of the System's latest diversity and inclusion achievements and activities.

Ms. Mendez-Justiniano started the presentation in the education and capacity building area, and reported out on the top training completed in 2024 which resulted in a total of over 86K completions. The top two trainings included Sexual Harassment Prevention and Identifying and Managing Unconscious Bias.

Ms. Mendez-Justiniano noted the new interpretation services contracts started on November 1, 2024. The new contracts cover the following: Over-the-Phone and Video-Remote Interpretation (OPI & VRI), On-Site Interpretation (OSI) for Spoken Languages, On-Site Interpretation (OSI) for Sign Languages, and Language Proficiency and Interpreter Skills Assessment. There is now one primary vendor for OPI and VRI, and the new iPads have been delivered to all facilities. She indicated that a new Epic integration feature will further simplify the process in which a provider can request interpretation services while with a patient, by clicking one button.

In light of regulatory updates related to Section 1557 and the Affordable Care Act's Civil Rights in Healthcare, the DEI team updated notices on non-discrimination, language access, and effective communication for individuals with disabilities through on-site promotion and digital materials in 14 languages. The team also updated Systemwide New Employee Orientation (SNEO) training with Section 1557 content as required for employee awareness.

Ms. Mendez-Justiniano continued on to highlight updates regarding Veteran support. She shared that in the past calendar year, there were 200 participants who engaged with Veteran pop ups out of the 289 self-reported veterans Systemwide. The pop-up sessions are open to employees, patients, and the community at large and is a means of sharing information on different programs that are available to Veterans. Additional Veteran support included a Veterans Fair, a Let's Talk Veterans Webinar, and the launch of (internal) Veterans Website with 200+ resources.

The Let's Talk Disability training was launched in the latter part of 2023 with the goal of increasing awareness of the disabled populations across our patients and employees. In 2024, the training sessions were increased based on employee feedback and had a total of 312 participants. There have also been several disability events included as a part of community outreach such as: The Disability Unite Festival, CODA (Child/Children of Deaf Adults) Movie Screening, and the NYC Disability Parade.

Ms. Mendez-Justiniano went on to speak about LGBTQ+ Equity. One of the focus areas is to increase recruitment of underrepresented populations. The LGBTQ+ Equity team collaborated with HR Talent Acquisition to commence targeted recruitment efforts for members of the LGBTQ+ community. The teams jointly attended two events: Queer in Every Career, an annual LGBTQ+ recruitment event, and the first annual Transgender, Gender Non-Conforming, and Non-Binary (TGNCNB) Job Fair.

Ms. Mendez-Justiniano was pleased to share that in November 2024, the LGBTQ+ Equity team submitted all evidence for the 2025 Long-Term Care Equality Index (LEI) designation, a joint project of The Human Rights Campaign Foundation (HRCF) and SAGE. The LEI is the nation's leading benchmarking survey of residential long-term care and senior housing communities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ residents, visitors and employees. A total of 2,861 staff out of 3,182 members completed the training that is required to get this designation over the course of two months. The LEI designation will be announced in Spring/Summer of 2025.

Ms. Mendez-Justiniano was also happy to announce that as an element of worker equity, NYC Health + Hospitals has saved employees \$9.5M via educational assistance and loan forgiveness programs (as of 12/12/24). Additionally, the Food & Nutrition Worker Education Fund, which provides funding for educational opportunities targeted staff in Food & Nutrition titles, enabled \$43.5K to be funded across 48 employees Systemwide in 2024.

Ms. Mendez-Justiniano went on to share that in the Communications & Marketing area, Holidays and Observances were celebrated throughout the year, highlighting what was done between October 2024 - January

2025. She then discussed a few partnerships that align with improving health care access.

Ms. Mendez-Justiniano also announced NYC H+H leaders who were recognized by Crain's New York Business as among the '2024 notable black leaders.' She also noted that NYC Health + Hospitals was awarded Silver recognition in the American Heart Association's 2024 Well-being Works Better™ Scorecard, representing a commitment to ensuring an equitable work environment for all staff.

Ms. Mendez-Justiniano concluded her report with upcoming plans of Employee Voice Sessions the DEI Office will be hosting in January.

Following the presentation there was discussion around interpretation services and taking into consideration the various dialects that exist for many indigenous languages and the ease of reaching the corresponding interpreters. There was also discussion around the measurement of the impact of training. The Board commended the DEI team for all of their accomplishments.

EQUITY AND ACCESS COUNCIL UPDATE

Nichola Davis, Chief Population Health Officer, and Co-Chair of the Equity and Access Council ("Council") initiated the presentation and introduced Thea Belay who is one of the Project Leads for the MOSAIC program.

Dr. Belay explained that MOSAIC (Medical Opportunities for Students and Aspiring Inclusive Clinicians) is a suite of interventions that help students and trainees from underrepresented backgrounds succeed in medical school and beyond. She then outlined the group's objectives, which include:

- To create a pool of competitive candidates going into medicine
- Build necessary skills and training, beginning early
- Recruit these students into medical school and beyond
- Expand NYC Health + Hospitals' physician workforce
- Expose middle school and high school students to careers in medicine (through partnership with Mentoring in Medicine)

Dr. Belay then discussed the Visiting Scholars Program (VSP) which is the opportunity for medical students in their fourth year of medical school to come to NYC H+H for a four-week elective in the specialty of their choice at one of the H+H facilities. To be eligible for the program the medical students must be attending a U.S. accredited allopathic medical school and students from underrepresented backgrounds are encouraged to apply. The students who attend receive a \$2,000 stipend for the rotation and an additional \$2,000 housing stipend if based outside the NYC metro area. The training provides clinical shadowing, didactic sessions, practical learnings, simulation and experiential training. After the application process, decisions were made within a month and students were matched to facilities.

Dr. Belay continued on to highlight some key accomplishments. The MOSAIC team has received applicants from CUNY, Morehouse, Oregon Health & Science University for rotations at H+H and 20 medical students were accepted for 2024/25 academic year. Eleven medical students participated in VSP in 2023/24, and of those, two students from CUNY Medical School were accepted into H+H Residency programs at Lincoln Hospital and SUNY Downstate/Kings County.

A new aspect of the MOSAIC program is the Health Equity Curriculum. This includes a weekly didactic series, guest speakers presenting on health equity topics such as social determinants of health, Population Health at NYC H+H, and the history of healthcare disparities. The final week is for student presentation on an AMA Health Equity module. Dr. Belay then shared some examples of the student's presentations. She also noted that survey results indicate extremely positive feedback from the rotators in regards to the program.

Dr. Davis then presented on some of the highlights of pre-medical and youth programs, as there is a focus on trying to start early to build a pathway for younger students to get into medical school. The System has opted to partner with Mentoring in Medicine, which is a program that has empowered over 80,000 students, parents, and educators by introducing them to biomedical careers. They assisted with the Medical Pathway Program for Pre-Med students, for which 58 recent college graduates attended a 20-week bootcamp that prepared them for the MCAT, reviewed their medical school application and improved their interview skills. As a result, 31 students are in the current application cycle with a typical 90% acceptance rate.

Dr. Davis also discussed the Hospital Youth Academy Program for middle school students, done in partnership with Harlem Hospital. The event featured students building a model of the digestive system, learning about the field of medicine through a health science career panel, and attending an interactive science fair.

With Mentoring in Medicine, there were also health science fairs hosted for high school students where students had the opportunity to learn how to use a stethoscope, suture wounds, examine animal organs, and simulate blood draws. Other initiatives include an online biomedical hackathon and an opportunity for students, in collaboration with healthcare professionals, creating an illustrated children's book about a trip to the hospital.

The Board admired all of the work being done to reach and attract future medical students.

Dr. Marthone asked if there was any old business or new business.

Hearing no old or new business from the Committee members, the meeting was adjourned at 4:52 p.m.

Equity, Diversity & Inclusion Committee

Diversity, Equity & Inclusion Office Updates
April 8, 2025

Ivelesse Mendez-Justiniano

Vice President & Chief Diversity, Equity & Inclusion Officer

Pronouns: she, her, hers

EDUCATION AND CAPACITY BUILDING

Top Training Breakdown (1/1/25 – Current)

Training	Modality	Total Completions*
Sexual Harassment Prevention Training	e-learning	3,795
Identifying and Managing Unconscious Bias	e-learning	3,726
Black History Month: WE – Unity, Community and Solidarity	Workshop	460
Achieving Health Equity for LGBTQ People	Workshop	218
Diversity and Inclusion in a Healthcare Setting (NRP)	Workshop	190
TOTAL		8,389

* These are not unique employees as some may have engaged in more than one training.

LANGUAGE ACCESS

Phone & Video Interpretation

- User feedback positive for OPI/VRI
 - 95.4% satisfaction (based on over 120K calls rated 1/1/2025 - 3/21/2025)
- 8,946,282 minutes of interpretation in 123 unique languages (1/1/2025 - 3/21/2025)

Minutes by Language

Language	Calls	Minutes
Spanish	449,447	6,762,820
French	26,552	418,426
Haitian Creole	18,811	297,028
Bengali	16,602	270,028
Mandarin	13,719	188,798
Russian	12,840	162,142
Arabic	9,769	150,002
Wolof	7,423	107,639
Cantonese	5,587	72,321
Albanian	2,900	45,979
Polish	3,346	43,575
ASL	1,968	37,766
Portuguese	2,203	34,879
Urdu	2,239	32,905

VETERAN SUPPORT

Veteran Pop-Ups with Department of Veterans' Services:

- 2025 dates are being finalized with facilities
- Rescheduled Queens Pop-up in January had 33 attendees
- Metropolitan Pop-up February 28th had 24 attendees
- Woodhull Pop-up February 28th had 53 attendees

Facility	Date
WOODHULL	March 28 th
BELLEVUE	April 23 rd
SOUTH BROOKLYN HEALTH	May 23 rd
ELMHURST	June 25 th
JACOBI	July 29 th
HARLEM	August 27 th
KINGS COUNTY	September 26 th
NORTH CENTRAL BRONX	October 28 th
LINCOLN	November
QUEENS	December




VETERAN POP-UP AT WOODHULL

MAR 28TH 11 AM TO 5 PM
Main Floor, 760 Broadway, Brooklyn, NY 11206

Discover. Network. Access.
This event is designed to connect veterans and their families with essential services, resources, and tools needed to help them thrive!

- ✓ Housing assistance
- ✓ Start a VA claim
- ✓ Update or obtain a copy of military records
- ✓ Learn about burial rights and much more...



CLICK OR SCAN THE QR CODE TO REGISTER.



WALK-INS ARE WELCOME.

DISABILITY AWARENESS

NYC HEALTH+ HOSPITALS | OFFICE OF DIVERSITY, EQUITY, & INCLUSION

BLIND PATIENT EXPERIENCE

SIMULATION TRAINING

This training will improve staff ability to provide accessible care for blind and low-vision patients by engaging in simulated clinical encounters, exploring different auxiliary aids, and participating in a debriefing session to share insights.

March 4-5, 2025
Queens Hospital
Training Rooms

Register [here](#).



Let's Talk Disability

2025 Dates
February 18 th – 62 attendees
March 18 th – 43 attendees
April 15 th
May 13 th
June 17 th
July 22 nd
August 19 th
September 16 th
October 21 st
November 14 th
December 16 th

Blind & Low Vision Patient Experience at Queens Hospital

- Working alongside Helen Keller National Center and Lighthouse Guild
- 164 staff enhanced awareness, communication, and care skills when working with blind and low-vision patients
 - Learned about auxiliary aids, engaged in simulation activities, blindfold exercises, and debriefing sessions to understand the patient's experience in a clinical setting
- Attendees included clinical and administration leadership, nurses, doctors, security, food service, and patient experience with overwhelmingly positive feedback
- Word cloud created from post event survey

LGBTQ+ EQUITY

LGBTQ+ Mental Health Training

- Year-two cohort of LGBTQ+ Mental Health Training commenced on Monday, February 3 with **25 participants**.
- Offers **continuing education credits** to behavioral health staff in the following roles: Licensed Clinical Social Workers, Licensed Master Social Workers, Licensed Psychologists, and Licensed Creative Art Therapists.
- Training enhances the system's clinical capacity for providing inclusive mental health care services to the LGBTQ+ community.
- Developed in partnership with the **Institute for Human Identity**, equips learners with the knowledge, skills, and attitudes necessary to provide effective and culturally responsive care to LGBTQ+ identified patients.
- Duration- **18 hours** – participants attend weekly 90-minute virtual sessions over 12 weeks from February to May 2025.
- Eligible participants completing the training will earn **1.5 continuing education credits** per class - **18 credits** for those who attend all classes.

LGBTQ+ EQUITY

Trans Health Fest

- In honor of **Transgender Day of Visibility**, the LGBTQ+ Equity team hosted their inaugural Trans Health Fest on March, 31.
- The team brought together over **20 community-based organizations** to promote their services.
- The event was hosted at The **LGBT Community Center**, and open to all transgender, gender-diverse, non-binary patients, staff, community members, and allies. 145 community members attended the event.



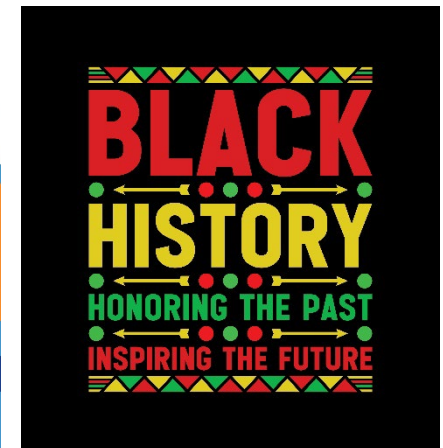
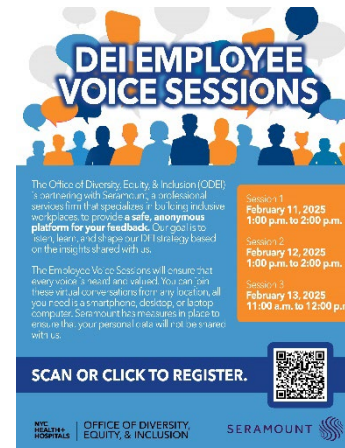
COMMUNICATIONS & MARKETING

January 2025

- **500+** copies of the 2025 Diversity Calendar distributed to partners, facilities, and executive leadership
- Promotional materials distributed for system-wide training sessions

February 2025

- Holidays & Observances system-wide email observing Black History Month & World Hijab Day, among others. **847** views as of March 1.
- Employee Voice Sessions (EVS) email marketing campaign attracting over **147** participants.
- Black history month system-wide webinar focused on building unity and community with over **460** staff in attendance



Yesterday, NYC Health + Hospitals/Lincoln CEO Cristina Contreras and staff celebrated World Hijab Day, highlighting the beauty of choice, faith, and empowerment.

COMMUNICATIONS & MARKETING

March 2025

- Distributed the March Holidays & Observances newsletter, which highlights observances like Women’s History Month, Developmental Disabilities Awareness Month, and Zero Discrimination Day, among others. **1127 views** of as March 24, 2025
- Promotional materials distributed for system-wide training sessions
- Women in Leadership Series launched in celebration of Women’s History Month. Series will feature different women in leadership from different areas of our System. Dates TBD.



COMMUNICATIONS & MARKETING

NYC Health + Hospitals recently celebrated Lunar New Year / Year of the Snake!



COMMUNICATIONS & MARKETING

For Black History Month, the System is highlighting incredible Black leaders who constantly improve how we serve communities of color in NYC.



NYC
HEALTH+
HOSPITALS

Honoring our Health Care Leaders

Georges Leconte
CEO, NYC Health + Hospitals/ Harlem



NYC
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HOSPITALS

Honoring our Health Care Leaders

Dr. Machel Allen
Senior Vice President and Chief Medical Officer



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Honoring our Health Care Leaders

Dr. Nichola Davis
Vice President and Chief Population Health Officer



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Honoring our Health Care Leaders

Michelle Lewis
CEO of NYC Health + Hospitals/Gotham Health



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Honoring our Health Care Leaders

Neil Moore
CEO, NYC Health + Hospitals/ Queens

Equity, Diversity & Inclusion Committee

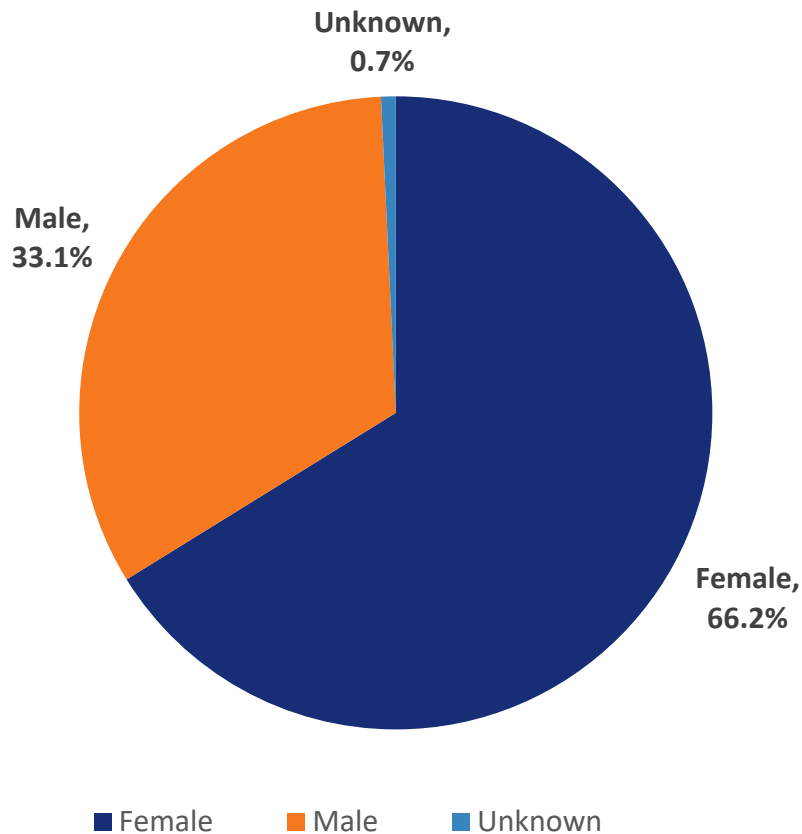
Equal Employment Opportunity (EEO) Report April 8, 2025

Yvette Villanueva - SVP, Human Resources

Blanche Greenfield - Deputy Counsel, Legal Affairs / EEO

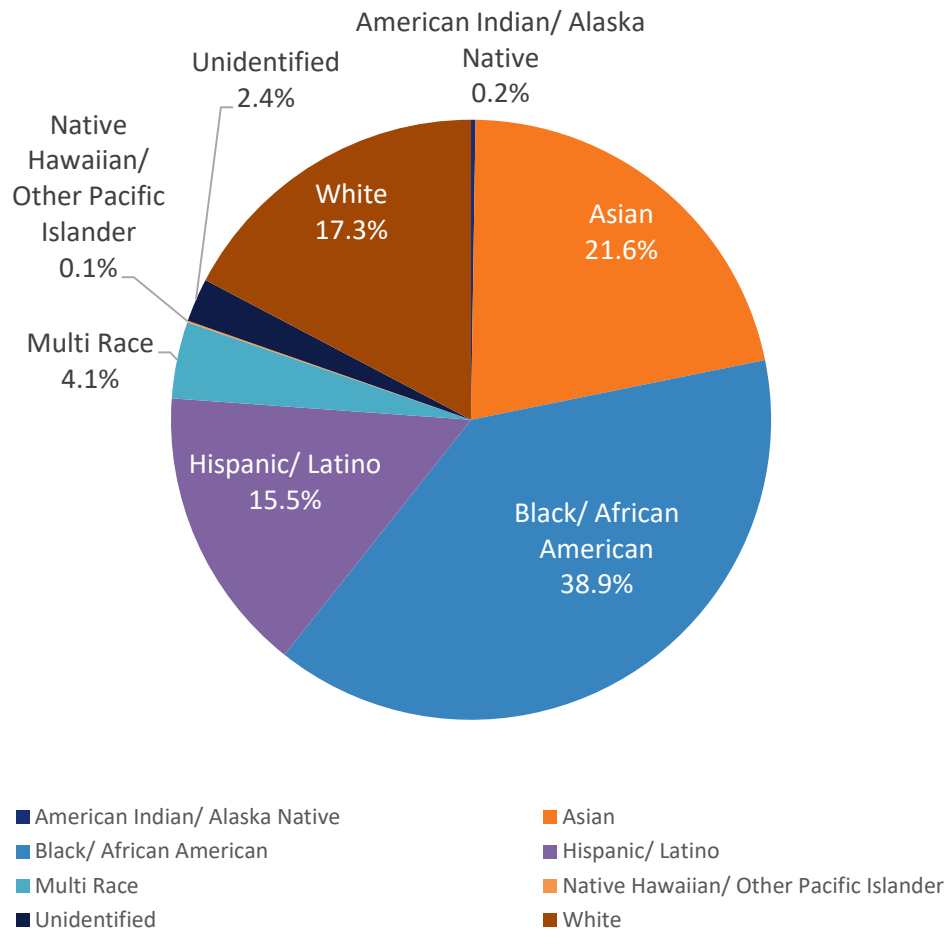
Nicole Phillips, Director, EEO

2024 Employee Demographics Workforce Gender



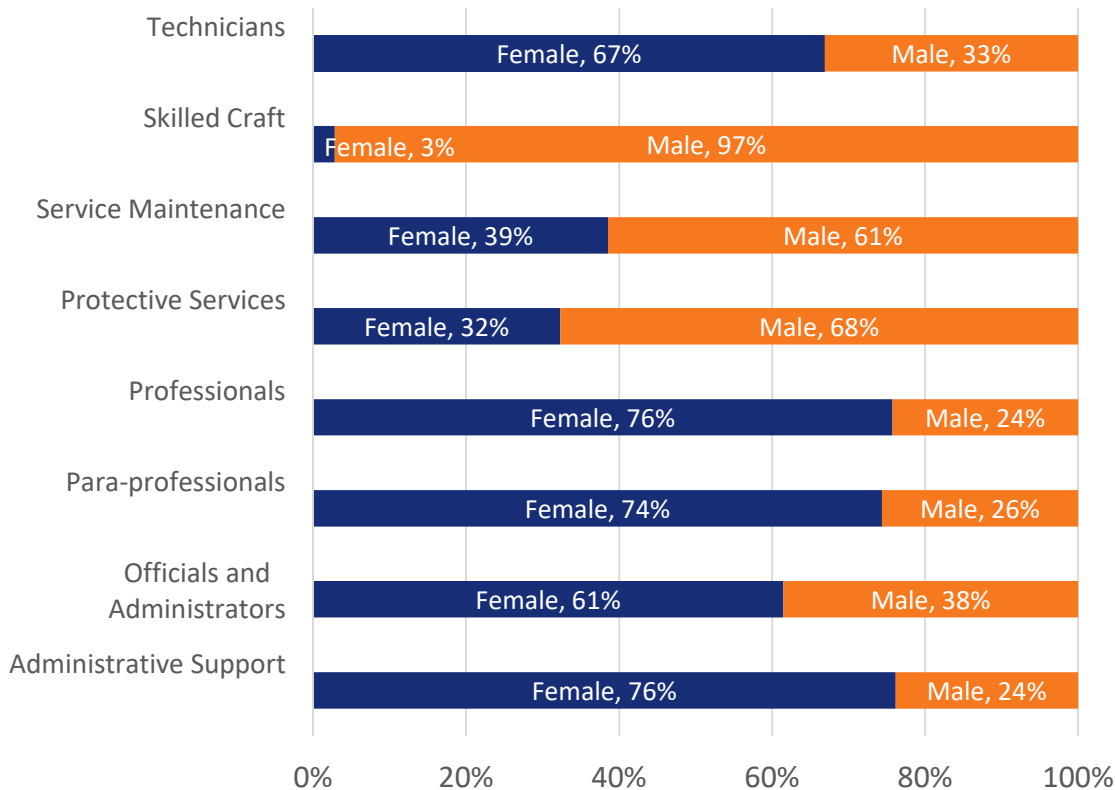
- 66% of our workforce identifies as female.

2024 Employee Demographics Workforce Ethnicity/Race



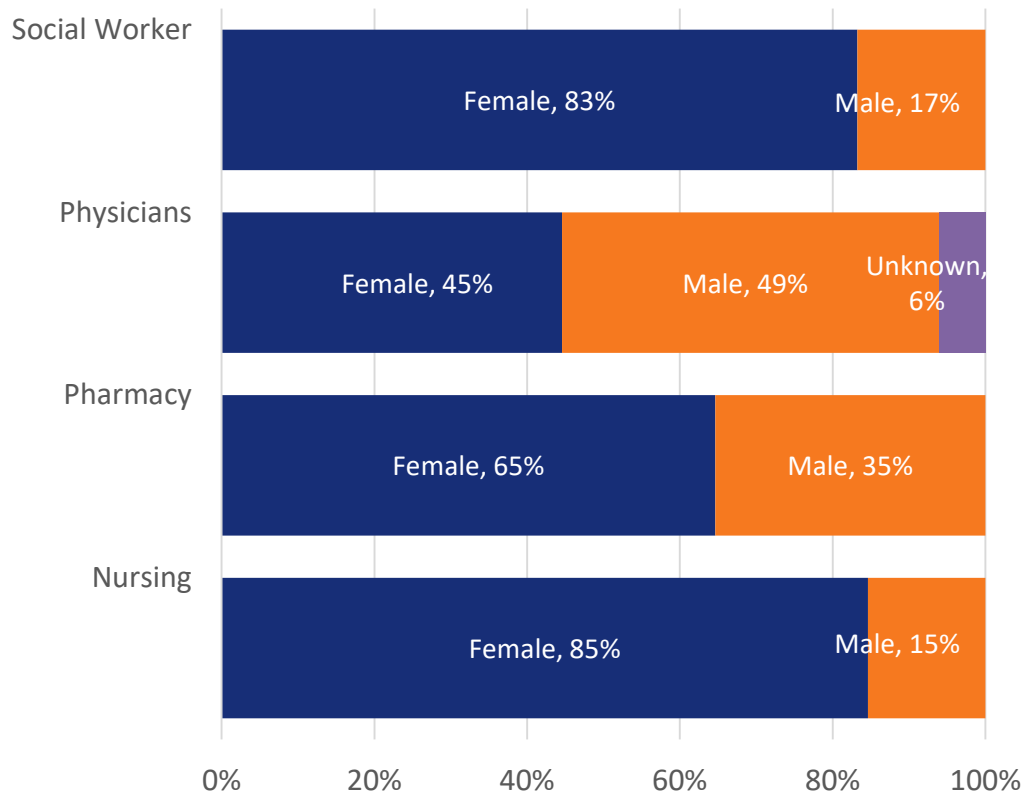
- The race/ethnicity values are based on the federal EEO-4 reporting requirements.
- 80% of workforce identifies as minority.

2024 Employee Gender Breakout EEO-4 Job Groups



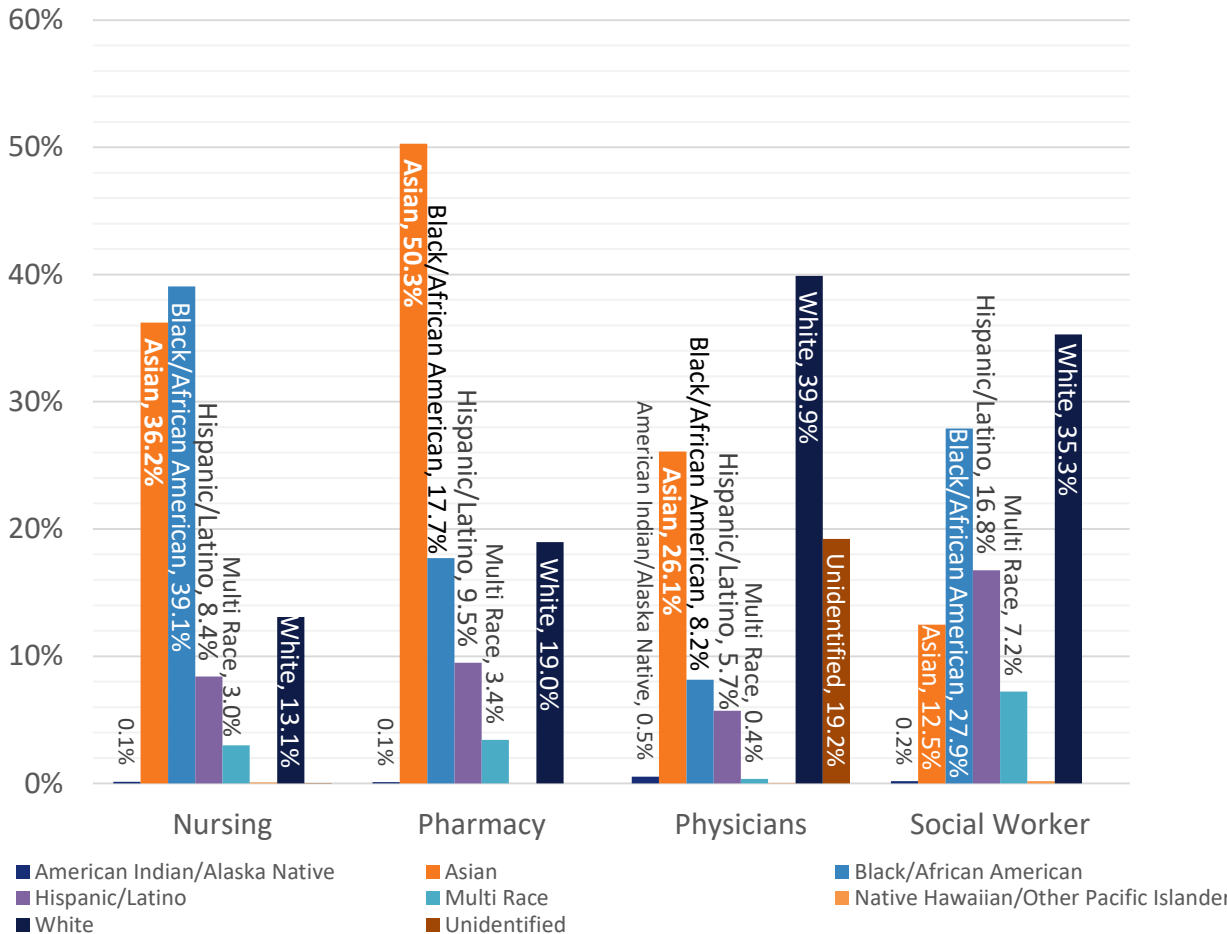
- Based on U.S. Equal Employment Opportunity Commission (EEOC): EEO 4 Job Categories.
- EEO-4 job groups capture the demographics of government employees, and focus on roles more prevalent in public sector environments.
- Skilled Craft, Service Maintenance, Protective Services are majority male workers.
- All other categories are primarily female workers

2024 Nurses, Pharmacists, Social Workers & Physicians Gender Breakout



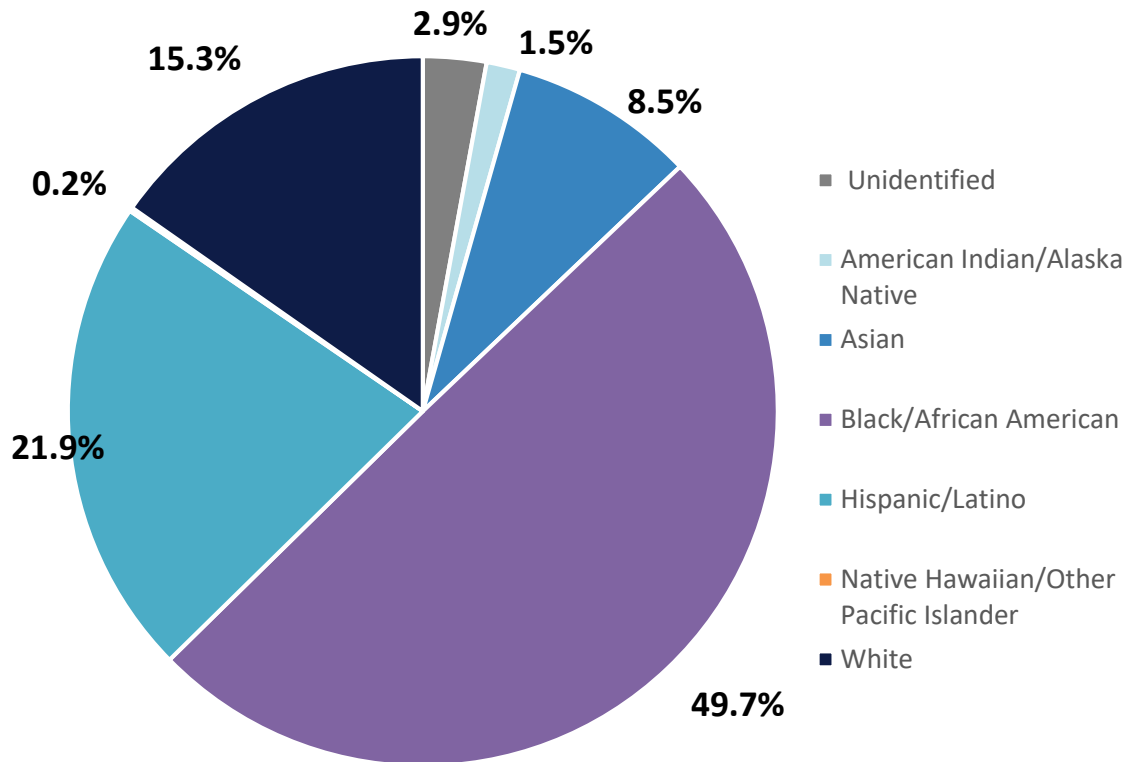
- Most of our clinical positions are occupied by females, with the exception of the Physician group.
- The Physician group has almost equal gender representation at H+H and is inclusive of Affiliate providers.

2024 Nurses, Pharmacists, Social Workers & Physicians Race / Ethnicity Breakout



- Three out of four clinical job groups reflect over 50% minority.
- The Physician group reflects 41% minority representation at H+H and is inclusive of Affiliate providers.

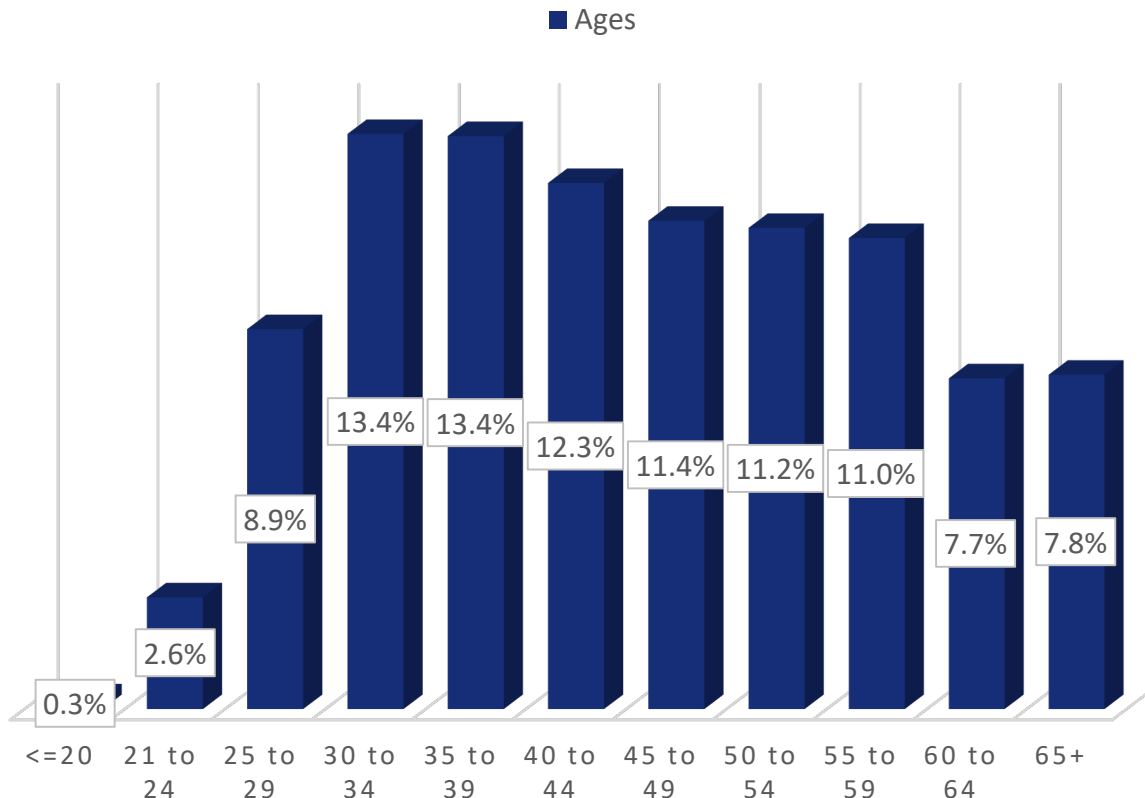
Employee Demographics – 2024 Veteran Data



- 589 employees self identify as a Veteran.
- 67% of the self identified Veterans are male.
- 82% of Veteran employees are minority.

Employee Demographics – Age Distribution for Calendar Year 2024

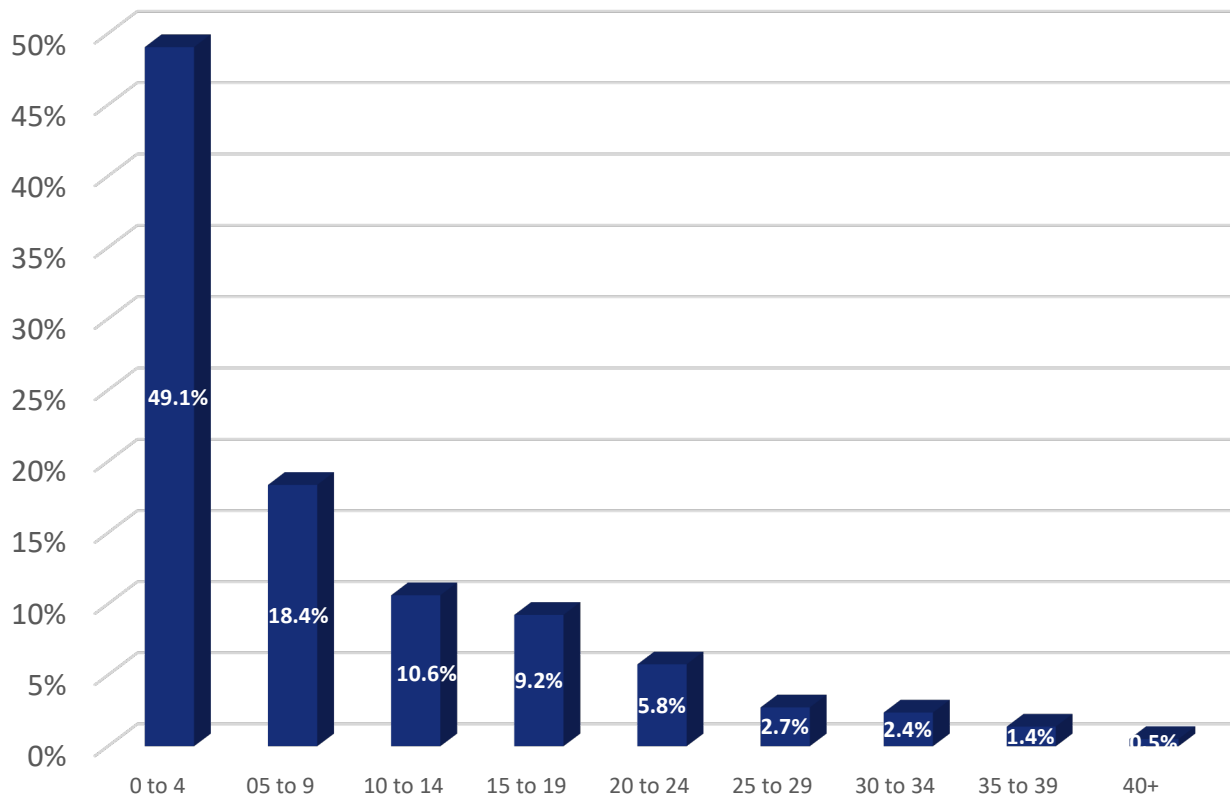
% OF WORKFORCE



- The median age of our workforce is 42.
- 50% of the workforce is 30-49 years old.
- Our workforce spans across 6 generations; the majority of our staff fall under 2 generations (Millennials and Generation X).

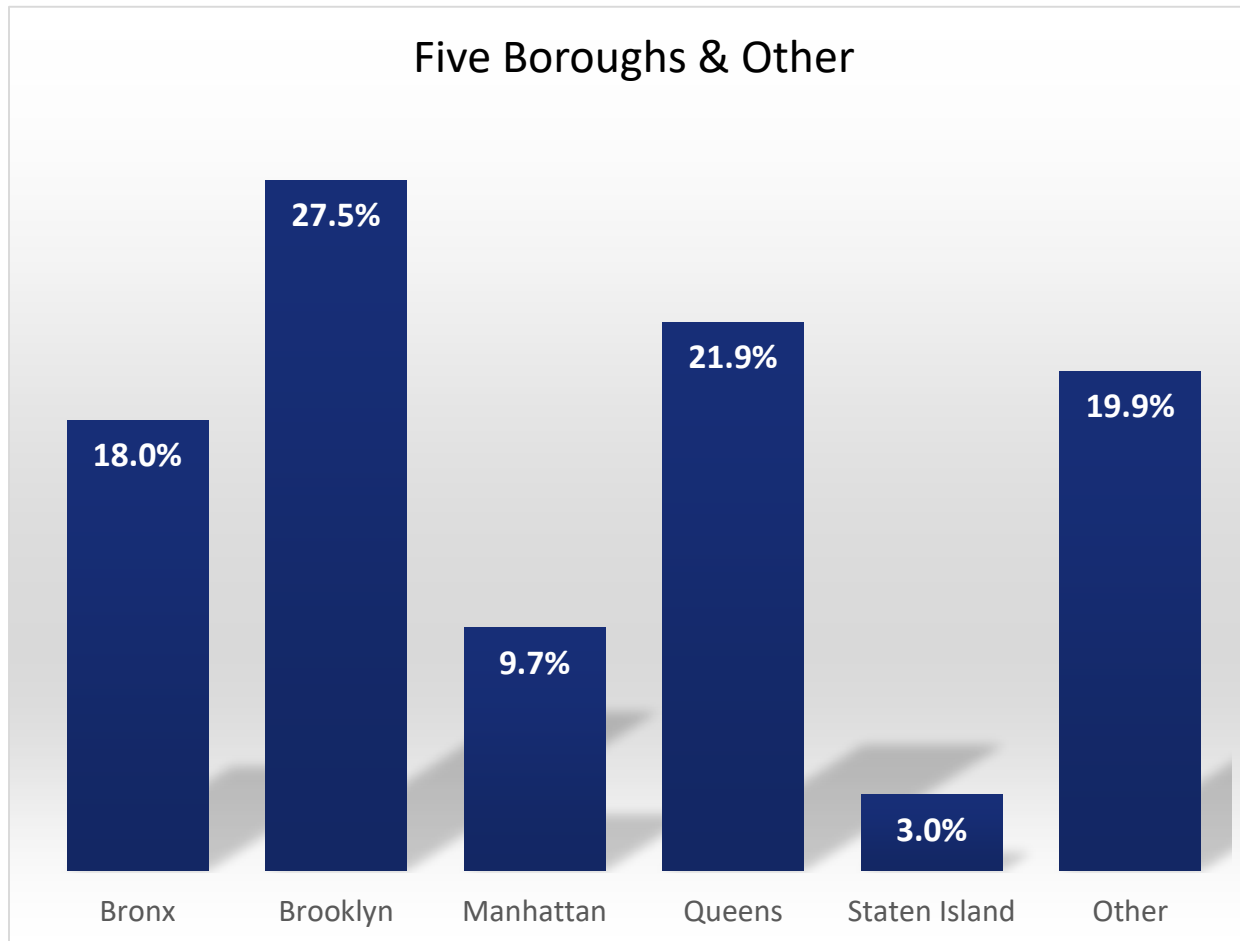
Employee Demographics – Years of Service for Calendar Year 2024

% of Workforce



■ 50% of our workforce have 0-4 years of service.

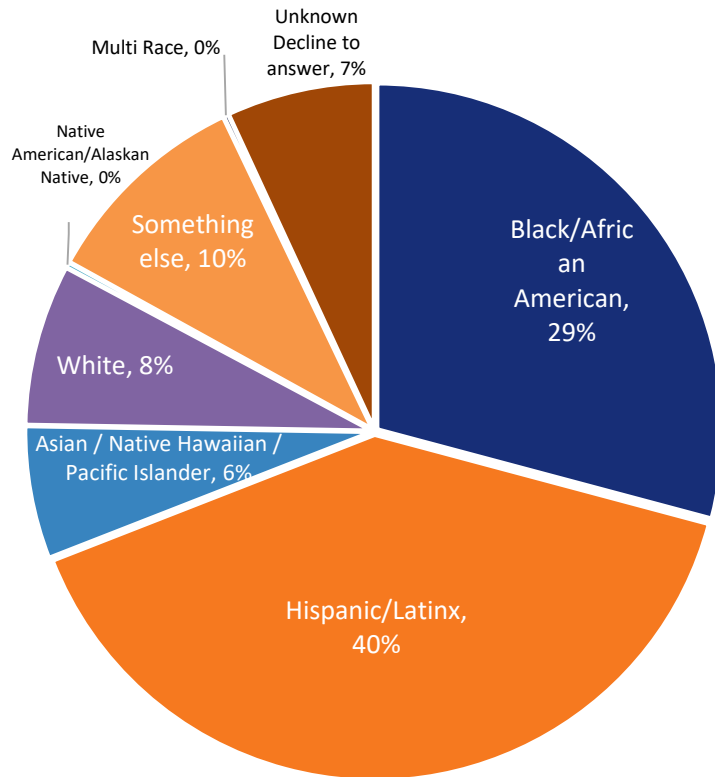
2024 Employee Demographics – Home Zip Code



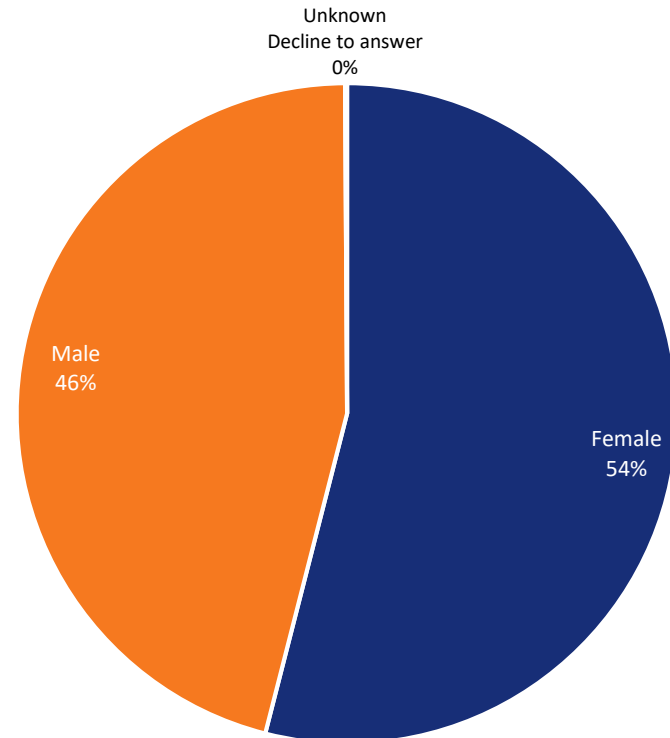
- 80% of our workforce resides within the five boroughs

Patient Demographics

Patient Ethnicity



Patient Gender*

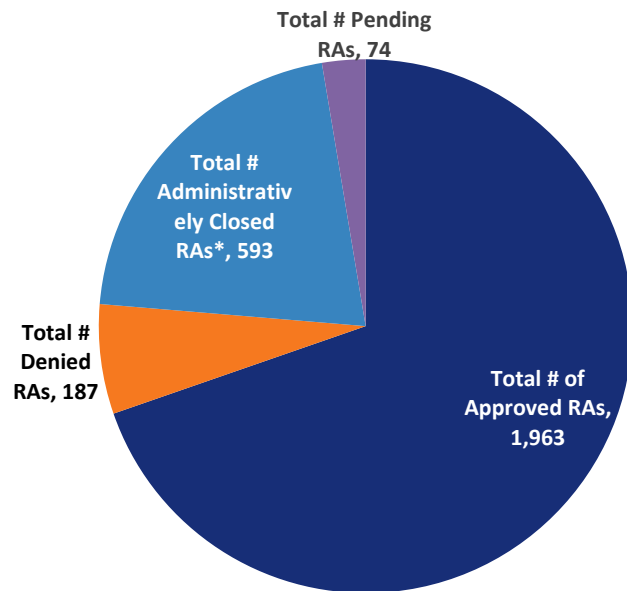


**Due to variation in data entry systems, non-binary gender is not currently captured.*

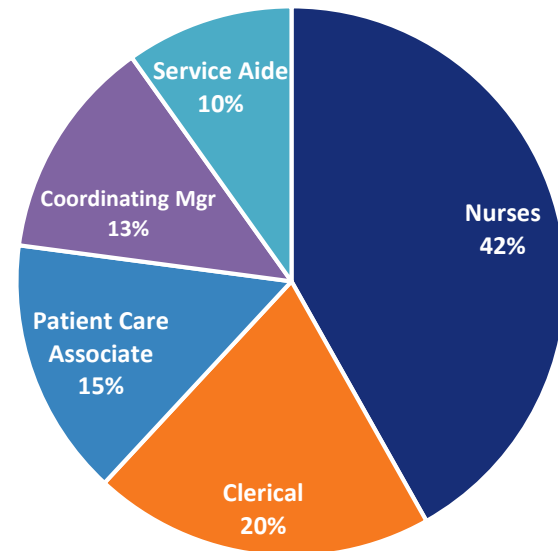
- 75% of our patients identify as minorities.
- There is an even representation of females and males among our patients.

Reasonable Accommodations CY 2024

Reasonable Accommodations Status



Reasonable Accommodations by Title

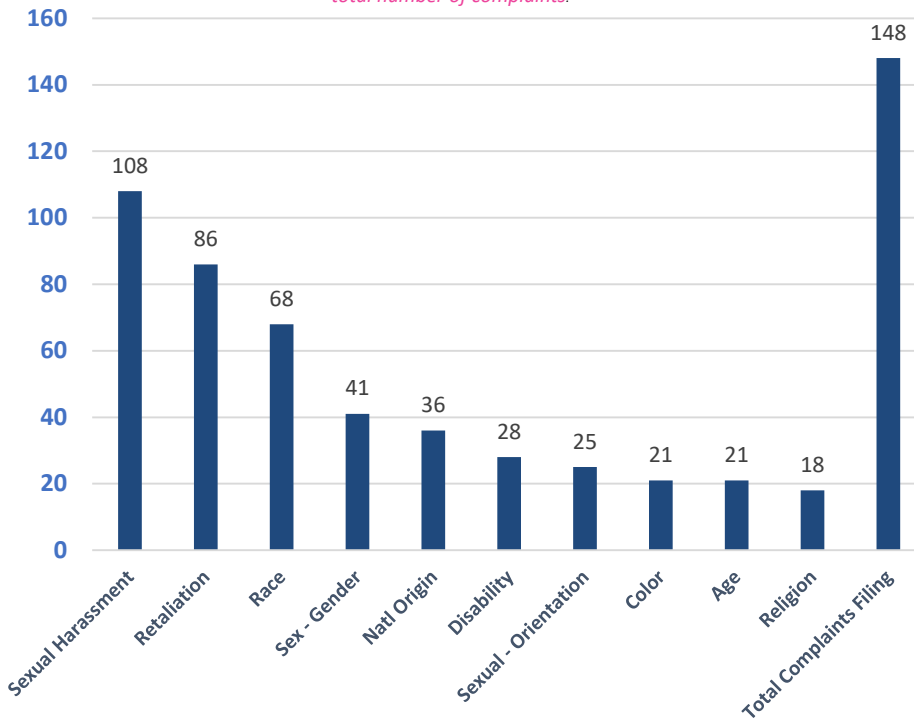


- The Office of EEO is responsible for making determinations regarding Reasonable Accommodation requests made on the basis of disability; pregnancy, childbirth, or a related medical condition; and status as a victim of domestic violence, stalking, or sex offenses.
- 2,817 Reasonable Accommodation requests were submitted in CY 2024

Internal Complaints CY 2024

Internal Complaints by Primary Basis CY 2024

Note: There may be multiple bases for a single complaint. Data does not reflect total number of complaints.

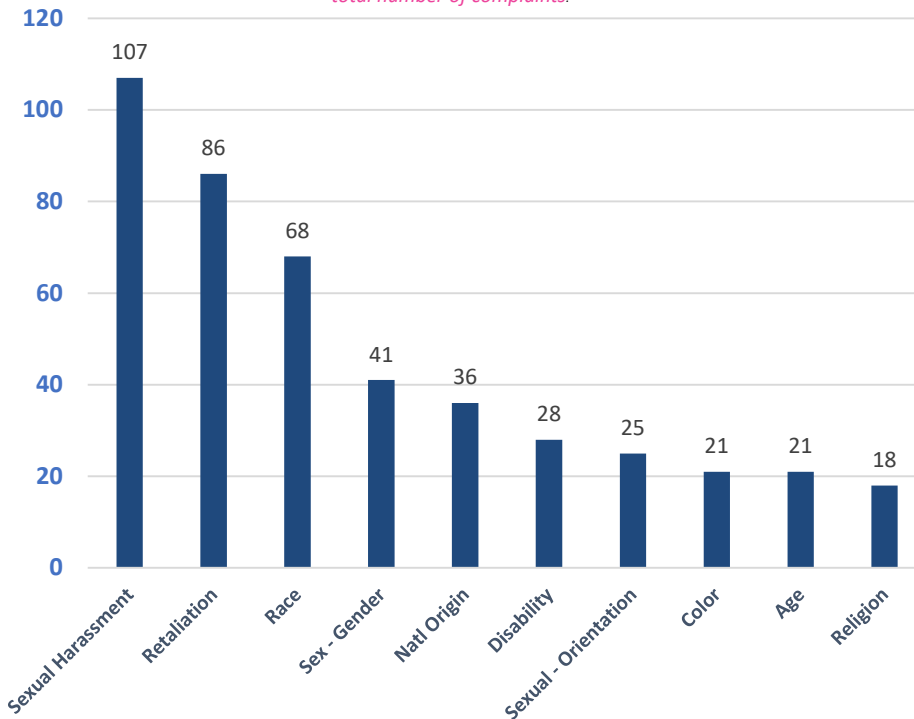


- The Office of EEO is responsible for investigating allegations of discrimination and/or harassment on the basis of a protected characteristic(s) as well as allegations of retaliation resulting from filing an EEO complaint, cooperating in an EEO investigation, or otherwise opposing illegal discrimination in the workplace.
- 342 Internal Complaints were submitted in CY 2024

Internal Complaints CY 2024

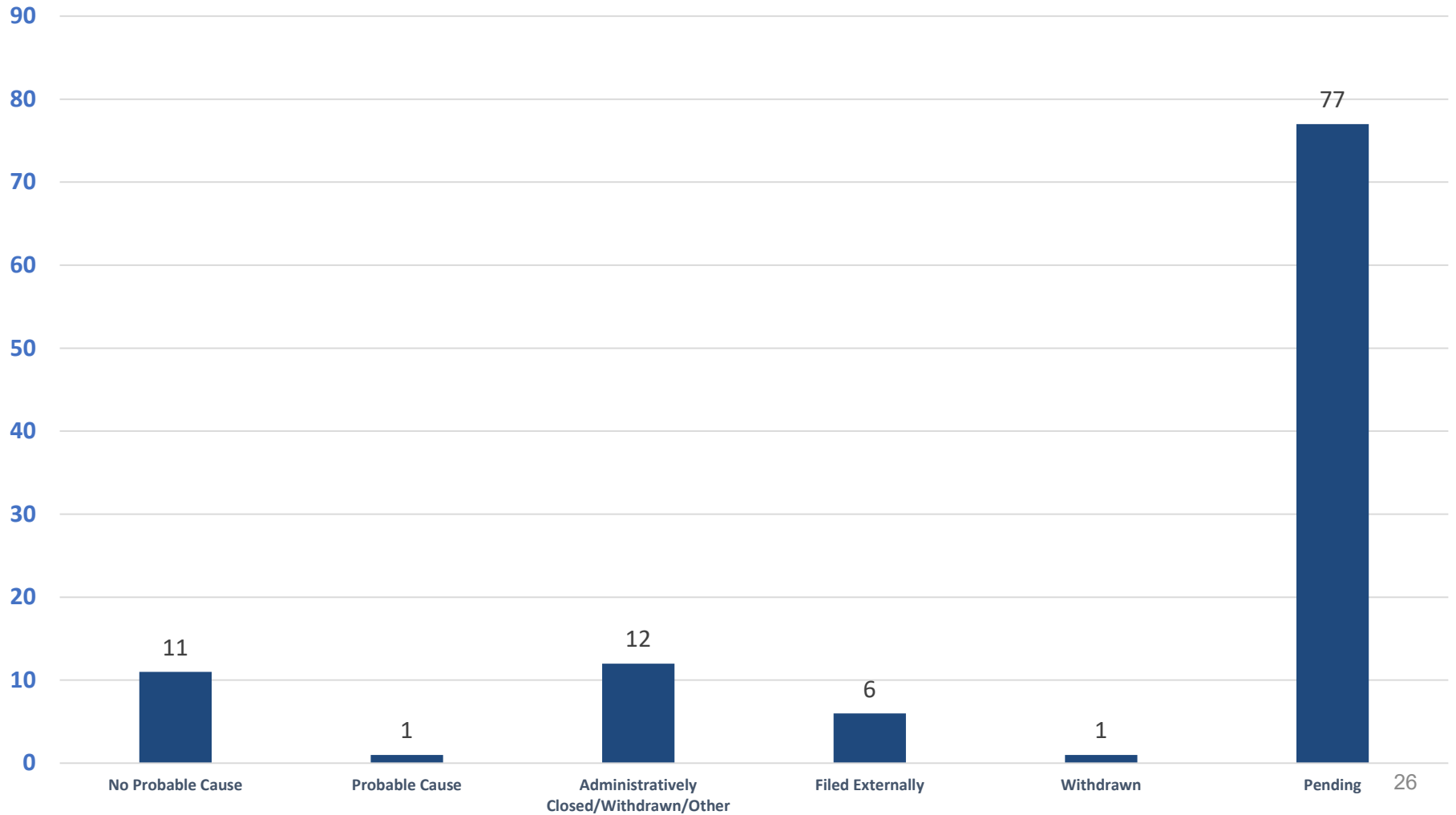
Internal Complaints by Primary Basis CY 2024

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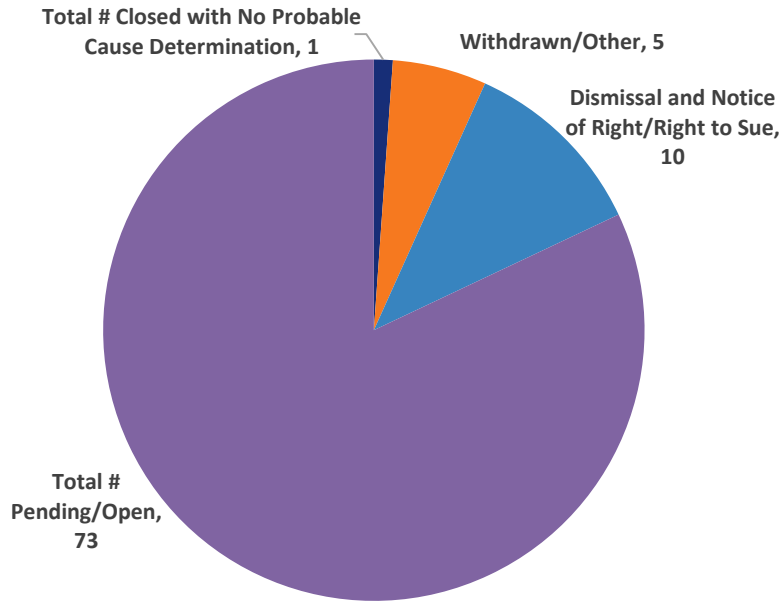
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Sexual Harassment Internal Complaints CY 2024



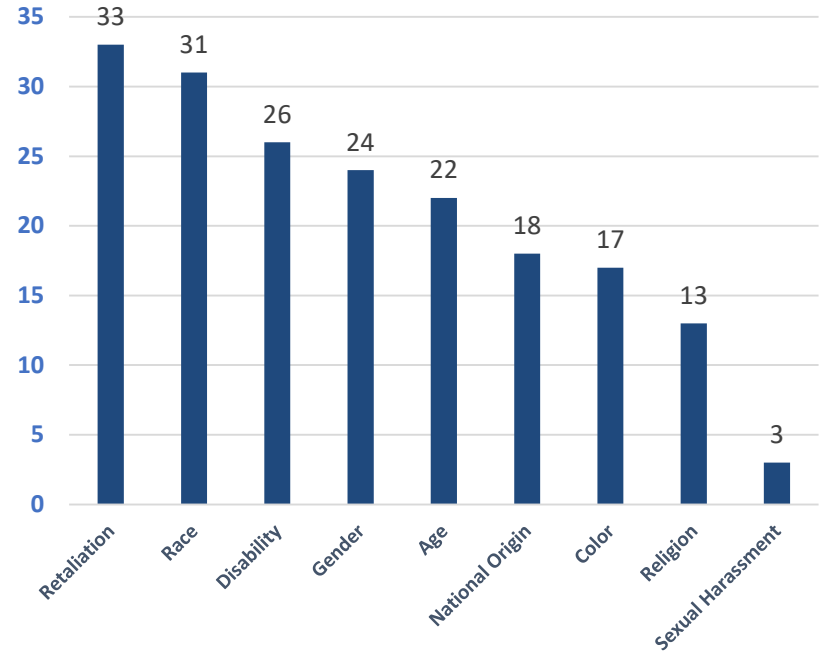
External Complaints CY 2024

External Complaints Status



External Complaints by Primary Basis CY 2024

Note: There may be multiple bases for a single complaint. Data does not reflect total number of complaints.



- Individuals who believe they have been subjected to illegal discrimination, harassment, and/or retaliation in the workplace have a the right to file a complaint with an external enforcement agency.
- 89 External Complaints were submitted in CY 2024