

Office of Diversity, Equity, Inclusion and Belonging

DEIB and Community Impact Report





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We are changing from within. We help CommonSpirit people provide care, services and support that is sensitive and responsive to the visible and invisible differences that make each person unique.



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We champion social justice. We advocate for health equity by promoting policies and actions that dismantle racism, improve social determinants of health and champion social justice.

We know that championing belonging connects our workforce to CommonSpirit and curates a culture where all individuals are not only embraced but celebrated. Our collective commitment to diversity, equity, inclusion and belonging, enriches our organizational tapestry and supports how we continue to lead the nation in advancing health equity.

—Wright Lassiter III, Chief Executive Officer, CommonSpirit Health

About the CommonSpirit Health Office of Diversity, Equity, Inclusion and Belonging

Our Office of Diversity, Equity, Inclusion and Belonging (ODEIB) team works tirelessly to spread and integrate best practices across CommonSpirit Health.

We support CommonSpirit leaders at all levels as they manifest God's love in the form of respectful and compassionate care, especially for people among us who may be vulnerable, excluded or forgotten. Inspired by our foundresses, our work contributes to our mission and amplifies our values of Compassion, Inclusion, Integrity, Excellence and Collaboration.

This report provides an overview of our progress in creating, promoting and embedding practices that nurture diversity, inclusion and belonging and drive improvements in health equity.



Rosalyn Carpenter

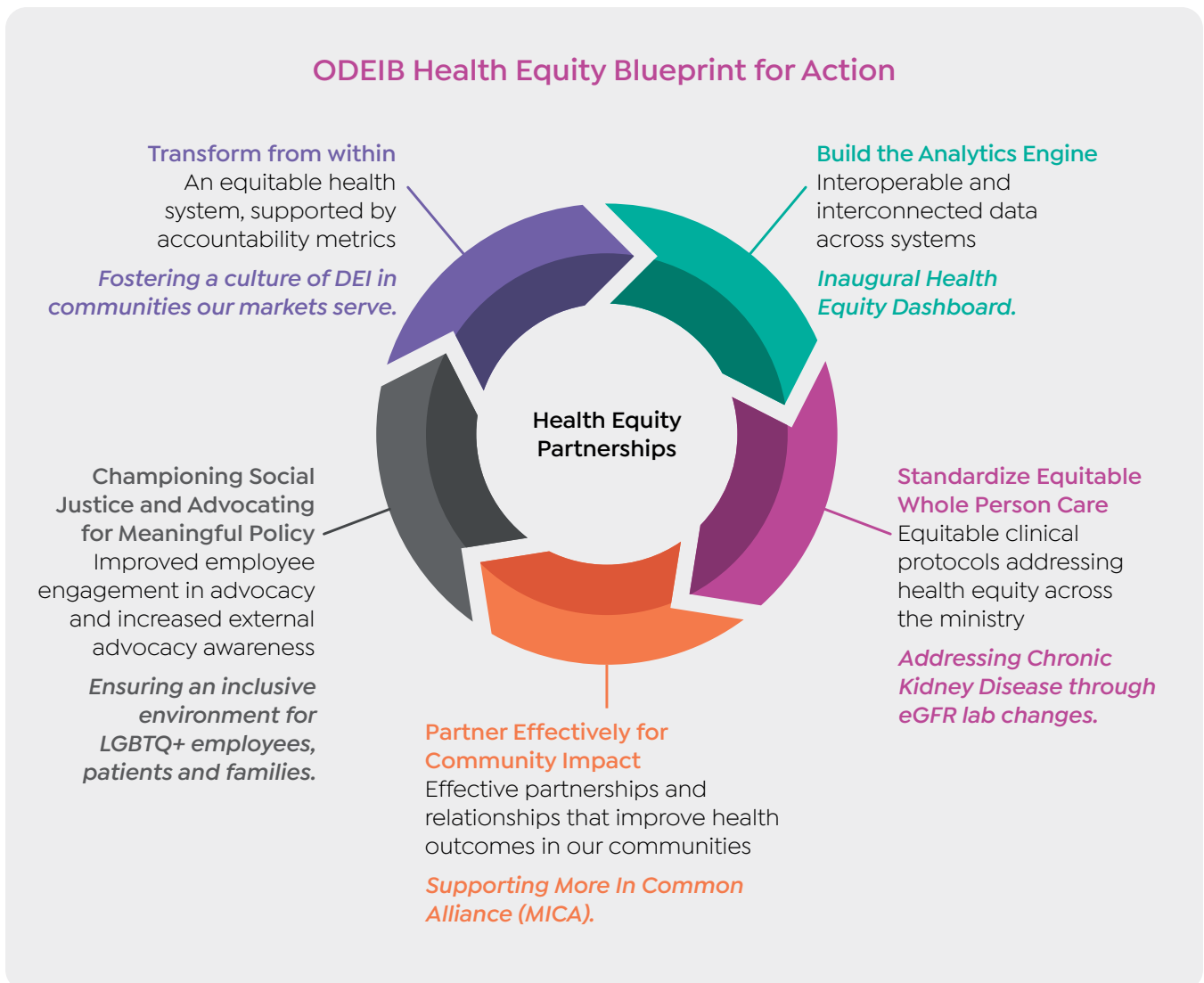
Senior Vice President

Chief Diversity, Equity, Inclusion
and Community Impact Officer

This 2023 report represents
implementation of our Diversity, Equity
and Inclusion Blueprint for Action
and our continued journey to
lead the nation in health equity.

CommonSpirit Health Equity Blueprint for Action

Health equity means all people have a right to be healthy. As the catalyst for CommonSpirit Health’s commitment to health equity, the ODEIB team created a Health Equity Blueprint for Action. Every day, we work with others across our ministry to advance aspects of this guiding blueprint.





Equity Transforms

We are changing from within. We help CommonSpirit employees provide care, services and support that is sensitive and responsive to the visible and invisible differences that make each person unique.

Progress and Accomplishments

Training and Education

- » Foundations of Diversity, Equity, Inclusion, Belonging and Health Equity have now been added as a part of every New Employee Orientation across CommonSpirit. From August 2022 to June 2023, **852 new employees** received this training.
- » Delivered “Inclusive Team Building” training, a two-phased curriculum, to CommonSpirit’s Legal team. **Ninety-two members** of the Legal team participated in the first phase, which included a review of health equity and DEIB strategies as well as a survey about the team’s perspectives of diversity, equity, inclusion and belonging. The second phase, consisting of five small group sessions for a total of 87 team members, focused on inclusion, belonging, team building and strategy.
- » ODEIB was invited to join the Leadership Development Institute based at CHI Memorial in Chattanooga, Tennessee to present on bias, anti-racism and health equity. This quarterly training was attended by more than **150 people leaders**.
- » ODEIB provided unconscious bias training to more than **50 leaders** in our San Bernardino, California market, and to more than 100 nurse leaders across CommonSpirit.
- » Continue to collaborate with Nurse Residency leaders and Learning and Organizational Development to provide new nursing residents with unconscious bias training during their first year of residency to meet California state requirements from Assembly Bill 1407. We expect to deliver this training to **500 nursing residents** during fiscal year 2024.

Years ago, our foundresses spoke of charity for all and lived their message.
We speak of equity for all and live our message.



Meaningful Conversations

- >> In response to ongoing civil unrest and the need to lessen the human toll of the COVID pandemic, the ODEIB organized “Days of Understanding” to promote learning and dialogue. ODEIB partnered with Mission leaders to develop a *Leader-Led Meaningful Conversation Resource Guide*, which resulted in **conversations across 20 markets** about the traumatic effects of the COVID-19 pandemic and nationwide civil unrest due to racial injustice.
- >> More than 1,000 employees and leaders participated in *Meaningful Conversation* sessions across all CommonSpirit divisions. National groups that participated included:
 - Culture Champions
 - Mission Leaders
 - HR Operations
 - Operations Leadership Council
 - Nursing Executive Council
 - Physician Recruitment and HR Benefits/Data Team
 - IT Senior Leadership Group
 - Corporate Responsibility and Compliance
- >> Through CommonSpirit’s partnership with the CEO Action for Diversity and Inclusion, 1,545 employees completed the **“I ACT ON” pledge** to support more inclusive workplaces.

More than 1,000 employees
and leaders participated in
Meaningful Conversation sessions.

Diversity, Equity, Inclusion and Belonging Consultations

- >> We provided insight to Intel Corporation regarding whole-person care and the promotion of inclusion and belonging, especially for members of LGBTQ+ communities. Information on **belonging and inclusion of transgender people** was also shared.
- >> Partnered with our Quality team to develop **a ministry-wide training and reporting process** to ensure compliance with the Joint Commission’s six new requirements for addressing health care disparities and Social Determinants of Health.
- >> The ODEIB launched a Center of Excellence which offers consultations in the communities our divisions serve to **support their DEIB goals and Health Equity priorities**. Ongoing consultations occurred in the Pacific Northwest, Southeast/Texas and the Southwest/Midwest Divisions.

Federal Heritage and Health Equity Months

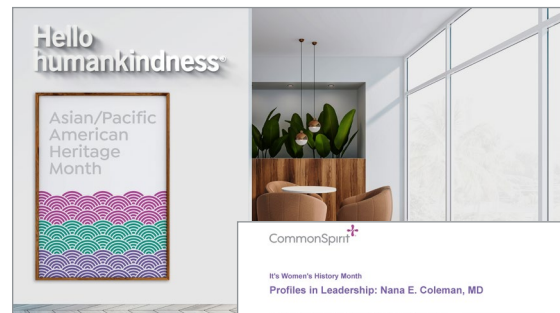
In partnership with Internal Communications, the ODIEB leads CommonSpirit's recognition of the gifts, talents and diversity of our people by shining a light on federal heritage months, health equity months and observances that celebrate diversity. These include:

Annual observances that highlight diversity and Federal heritage months:

- Celebrate Diversity Month
- Martin Luther King Jr. Day
- Juneteenth
- Veterans Day
- Black History Month
- Women's History Month
- Asian/Pacific American Heritage Month
- LGBTQ+ Pride Month
- Hispanic Heritage Month
- Native American Heritage Month

Health equity months, including:

- American Heart Month
- Mental Health Awareness Month
- National Developmental Disabilities Awareness Month



Native American Heritage Month | November 2022

Acknowledge. Educate. Celebrate.

Terminology
Our language should acknowledge and honor the diversity of identities and traditions among Native American people. Terminology is ever-changing and highly personal. The best term to use is what an individual or community uses to describe themselves. If you're not sure, ask.

Indigenous, Native, American and American Indian are generally interchangeable in the U.S. In Alaska, the Indigenous groups are collectively known as Native Natives.

Indigenous people in other parts of North America and Central and South America frequently prefer other terms such as **First Nations, Aboriginal and People.**

Nation and Tribe in essence interchangeable but can carry different meanings to Native people. Many Native Americans prefer **nation** because it reflects the independence of native communities, for some, like Native Americans who used inaccurate pronunciation of tribal names or renamed tribes.

When identifying an individual, use their specific preferred Native Nation name. For example, say "Naagoojigee" instead of "Joan Hill" rather than "American Indian" or "Native American."

175 indigenous languages are spoken in the U.S. today. **Without revival efforts, estimated 22 will remain in 30 years.** There are more than 300 indigenous languages spoken here.

100 million people live in the U.S. today. **9.7 million** American Indians and Alaska Natives live in the U.S. today.

Black History Month | February 2023

Acknowledge. Educate. Celebrate.

Origins of Black History Month
The precursor to Black History Month was a week-long observance created in February 1926 by Black historian and Harvard graduate Carter G. Woodson. Woodson chose February not just because it was the birthday month of Abraham Lincoln and Frederick Douglass, but also importantly, because Black communities had long traditions of celebrating the birthdays, Woodson's idea was that history was made by communities and people, not just by "great men." He also wanted to encourage Black American history in public schools, but also recognition for the countless contributions of Black men and women who have advanced humankind.

In 1976, education and students at Kent State University were the first to embrace a month-long observance of Black History. Since Gerald R. Ford became U.S. President, he has recognized February as Black History Month.

14.1% of U.S. business revenue is generated by Black-owned businesses.

Women's History Month | March 2023

Acknowledge. Educate. Celebrate.

Historic Healers
Dr. Margaret Chung, the first Chinese American woman to become a physician, worked in a clinic in San Francisco, California in the 1920s. During World War II, Chung was instrumental in the creation of a Navy reserve corps for women.

Dr. Virginia H. Alexander was the first Black female physician in the U.S. Her health education in the 1920s showed how poor health conditions for Black people arose from unequal social conditions.

Annis Dodge Wauson became one of the first women to be elected to the Navajo Tribal Council in 1958. A public health activist, she devoted her life to improving access to sanitation, housing and modern medicine for the Navajo Nation.

1.8 million people are Black, African American, or Hispanic.

38% of Black young adults attend a 4-year college.

Women's History Month | March 2023

Acknowledge. Educate. Celebrate.

Women's History Month is a time to reflect on the past and present — of women across all fields from science to politics to commerce, all founded by women. This observance honors the women who led and lead the way for women.

Women Across America

Home
About half of households headed by women. The rate has risen up from 32.5% in 2010.

Education
46% of women have earned a bachelor's degree, compared to 36% of men in the same age range.

Health care
Nearly 80% of registered nurses are women. 8.8 million women are living with heart disease and hypertension, and health care is a leading cause of death for women.

Politics
2,404 women are in the U.S. House of Representatives.

LGBTQ+ Pride Month | June 2023

Acknowledge. Educate. Celebrate.

Remembering Stonewall
June 28, 1969 marks a turning point in the fight for LGBTQ+ rights. The Stonewall Inn in New York City was the site of a riot that led to the formation of the first gay liberation organization in the U.S. Today, the inn is a national monument.

LGBTQ+ Identification is Rising
The proportion of U.S. adults who say they are lesbian, gay, bisexual or transgender is growing, and at a faster pace than before. This may be at least partly because Americans increasingly accept LGBTQ+ individuals and support legal protection against discrimination.

7.1% of U.S. adults identify as LGBTQ+, double the rate of a decade ago.

1.2 million+ The number of households headed by same-sex partners, representing 0.9% of U.S. households.

1 in 5 Generation Z adults aged 18-29 identify as LGBTQ+.

We also educate about special days and observances in faith traditions such as Christianity, Hinduism, Islam and Judaism.



Equity Builds

We are architects of an analytics engine. Data and analytics help us realize the potential of our Health Equity Blueprint for Action by identifying and informing new ways to care for people and advance health equity.

Progress and Accomplishments

REaL Data

The collection of patient race, ethnicity, and language (REaL) data at registration and point-of-service sites served as CommonSpirit's inaugural Health Equity goal to enable data-informed health equity initiatives. REaL data allows us to more accurately understand health care disparities by patient demographics across our entire ministry.

Collaboration among ODEIB, Revenue Cycle, Medical Informatics, Information Technology, Data Analytics, Physician Enterprise, Learning and Organizational Development, Language Services and Quality **increased REaL data reporting from 77% to 85% of 20 million patient encounters in nine months, exceeding the goal of 82%.**

In FY 24, we will further advance our REaL data collection by developing a framework for the accurate collection of Sexual Orientation and Gender Identify (SOGI) data. As a part of this framework, we aim to standardize the fields for SOGI in the registration setting and in the EMRs, standardize the collection processes of SOGI patient information, and roll-out a SOGI Resource Center to support our staff and clinicians in the collection of this information.

Together, we:

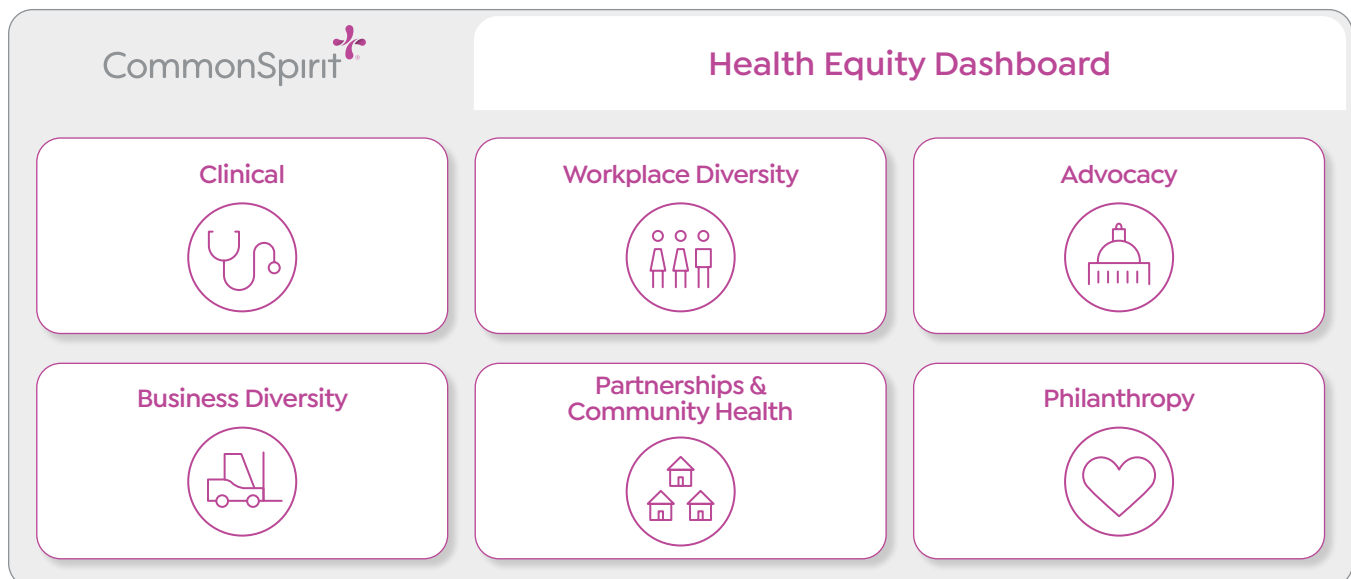
- Standardized the REaL registration fields across **17 registration systems** in ambulatory and acute care settings.
- Systemized REaL data reporting** with IT and Data Analytics.
- Created the REaL Resource Center to implement a **new REaL data collection process** across CommonSpirit, including a toolkit, updated patient forms and an email hotline.
- Developed and deployed REaL data collection training for more than **5,000 employees**.

A Collaborative Response to California Attorney General

The Office of Diversity, Equity, Inclusion and Belonging, along with the Advocacy team, partnered as co-leads to prepare a response for two California Dignity Health hospitals that received Request for Information from the California Attorney General Rob Bonta. The request sought to ascertain how health care facilities and other providers were addressing racial and ethnic disparities in commercial decision-making tools and algorithms. Co-leaders convened a cross-functional team including such areas as Physician Enterprise, IT, Compliance, Quality and Legal to determine essential considerations for the response.

Inaugural Health Equity Dashboard

We are preparing to introduce a new CommonSpirit-wide dashboard that will report, track and evaluate advancements in health equity. The first release of the dashboard will include data from six domains: Clinical, Workforce, Advocacy, Business Development, Philanthropy, Advocacy and Community Health Partnerships. It will increase data sharing and analysis, and inform shared strategies to address health disparities.





Top left, left to right: Rosalyn Carpenter, Chief Diversity, Equity, Inclusion and Community Impact Officer, George Dean, President and Chief Executive Officer of the Greater Phoenix Urban League, Eula Saxon Dean, J.D., President, Phoenix Chapter of the Links. **Top right**: Leslie McReynolds, Chief Executive Officer at National Kidney Foundation of Arizona. **Bottom**, left to right: Dr. Gary Greensweig, System Senior Vice President/Chief Physician Executive Physician Enterprise, Rosalyn Carpenter, Chief Diversity, Equity, Inclusion and Community Impact Officer, Gaye Woods, System Vice President Equity & Inclusion, Dr. Victor Waters, CMO Dignity Health Central and West Valley Market, Leslie McReynolds, Chief Executive Officer at National Kidney Foundation of Arizona, Gabrielle Finley-Hazle, Chief Executive Officer, Dignity Health Arizona Central and West Valley Market, CommonSpirit Health



Equity Heals

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Progress and Accomplishments

Addressing Chronic Kidney Disease

For decades medical professionals have used an assessment tool called estimated glomerular filtration rate (eGFR) to calculate a variety of factors, including lab test results, age, and race to measure kidney function. The previous eGFR equation included age, sex, race and/or body weight; however, recent studies have suggested that there is no scientific basis for including race in the algorithm.

In concert with guidelines provided by the National Kidney Foundation and the American College of Nephrology, CommonSpirit Health has removed race-based algorithms in lab testing for chronic kidney disease, which affects nearly 37 million Americans. This required significant collaboration between the ODEIB, Physician Enterprise, Laboratory, Informatics and the Clinical Standards and Variation Reduction team.

All CommonSpirit laboratories have adopted the new algorithms. This marks a significant step towards removing barriers to care that have disproportionately impacted Black, Hispanic and Native American individuals. They were more likely to be diagnosed at a later stage because their kidney health was measured differently, resulting in care delays and poorer clinical outcomes.

In addition to the lab transitions, Commonspirit developed *Equity Heals: Addressing Chronic Kidney Disease*, a community outreach, awareness and education initiative. It launched in February 2023 as a pilot at Dignity Health St. Joseph's Hospital and Medical Center in Phoenix, Arizona, and will be implemented in other CommonSpirit divisions through 2024.

The *Equity Heals* kidney health effort focuses on patient and community awareness and education to improve outcomes for those at highest risk. Since the pilot launched:

More than **50 community stakeholders** were engaged to provide input on outreach strategies.

Over **900 community members** within the prioritized population have taken the National Kidney Foundation's online screening quiz.

More than **20 community partners** have joined with us to inform and educate those at risk.

We have conducted **15 outreach and awareness events.**



Equity Partners

We collaborate to further the common good. We help to create a more equitable world by connecting with existing partners and cultivating new relationships with organizations that share our values.

Highlights

More in Common Alliance

This historic partnership between Morehouse School of Medicine and CommonSpirit addresses the underlying causes of health inequities, including the lack of representation among care providers. This 10-year, \$100-million initiative will expand undergraduate and graduate medical education and train the next generation of culturally competent health clinicians and researchers.

National COVID Resilience Network (NCRN)

During the COVID-19 pandemic, the ODEIB partnered with NCRN to help mitigate the impact of COVID-19 on racial and ethnic minority and rural populations, funded in part by a grant from the Office of Minority Health Department. The NCRN is led by Dominic Mack, M.D., MBA, and included nearly 400 other organizations as strategic partners in this work.

The ODEIB helped coordinate CommonSpirit's participation in multiple virtual outreach and community education sessions to address vaccine confidence and hesitancy, reaching more than 1,000 participants.

- Webinar themes included: Building Confidence to Address COVID-19 Vaccine Hesitancy; COVID-19 Resiliency, Building Support for Vaccine

Trust through Community Partnerships; and, The Triple Pandemic: COVID-19, Systemic Racism and Environmental Injustice: Pathways to Equity.

- Guest panelists included: Connie Clemmons Brown, DNP, System Senior Vice President, Patient Care Professional Practice; Representative Pete Aguilar, U.S. Congressman from California; Brittaney Bethea MSM, Communication Director for the Nevada Attorney General; and Representative Steve Horsford, U.S. Congressman from Nevada.

Charles R. Drew University of Medicine and Science Partnership

CommonSpirit partners with this historically Black medical school to grow and diversify the nation's nursing workforce. The goal of this partnership is to expand access to quality education and training that helps this leading educator of black and other underrepresented groups train culturally representative nurses.

Lloyd H. Dean Institute for Humankindness and Health Justice

CommonSpirit launched a \$50 million fundraising campaign to support the Institute, named for our former CEO, which will leverage the power of humankindness in addressing social causes of poor health and accelerating health equity.





Becker's Healthcare

ODEIB leaders served as panelists and reviewers for the 13th Annual Meeting of Becker's Healthcare, one of the fastest growing sources of information for decision-makers in the industry.

Rosalyn Carpenter, Senior Vice President and Chief Diversity, Equity, Inclusion and Community Impact Officer, was recognized by Becker's as a 2023 Hospital and Health System Diversity and Inclusion Officer to Know.

CEO Action for Diversity and Inclusion

CommonSpirit supports this CEO-driven effort, the largest business-led commitment to advance workplace diversity and inclusion across all

industries for a more just and equitable world. More than 2,400 CEOs have signed on.

American Hospital Association

During the AHA Leadership Summit held in Seattle, Washington, CommonSpirit presentations included:

- Participation on "The Road to Health Equity" panel regarding the AHA's Health Equity Transformation Assessment.
- The More in Common Alliance presentation on the historic partnership between Morehouse School of Medicine and CommonSpirit entitled "Diversifying the Health Care Workforce: A Move to the Creation of Health Equity."

- AHA Next Generation Leader Fellow presented a poster presentation “Equity Heals: Addressing Chronic Kidney Disease”.

The AHA Next Generation Leaders Fellowship develops and empowers leaders to bring about real and lasting change in the hospital and health systems in which they serve. This fellowship includes a year-long capstone project on such issues as health care affordability, cost, quality and safety.

CommonSpirit participants include:

- Nathan Ziegler, PhD, System Vice President of Diversity, Leadership and Performance Excellence (2023).
- Prentice Lipsey, President and CEO, CommonSpirit Senior Living (2024).

AHA Institute for Diversity and Health Equity (IFDHE)

CommonSpirit and Rosalyn Carpenter, CommonSpirit Senior Vice President, Chief Diversity, Equity, Inclusion and Community Impact Officer and FDHE Advisory Board member, sponsored the Accelerating Health Equity Conference held in Minneapolis. CommonSpirit presentations included: “Equity Heals: Addressing Chronic Kidney Disease” and “HEALing Energy: The Housing and Energy Action Leadership Program.”

Denver Women’s Symposium

Together, CommonSpirit and the ODEIB sponsored the Denver Women in Leadership Symposium, “Rising in Resilience: Achieving Empowerment through Advancement and Adaptability.”

ELEVATE

CommonSpirit and the ODEIB has been instrumental in the founding, launch and implementation of ELEVATE. This initiative enhances the readiness and acumen of Black health care leaders to succeed in

C-suite positions; grows and develops a network and pipeline of talented Black health care executives; and exposes participants to a perspective not taught in other forums.

Modern Healthcare

CommonSpirit was recognized as a 2023 Top Diversity Organization. Rosalyn Carpenter, Senior Vice President and Chief Diversity, Equity, Inclusion and Community Impact Officer, was recognized in 2022 as a Top 25 Diversity Leader.

National Association of Health Service Executives (NAHSE)

In recent years, CommonSpirit Health—through Dignity Health and Catholic Health Initiatives—contributed over \$500,000 to the National Association of Health Service Executives (NAHSE). NAHSE was founded to promote the advancement and development of Black health care leaders, and to elevate the quality of health care services rendered to minority and underserved communities.

National Center for Healthcare Leadership (NCHL)

Nathan Ziegler PhD, System Vice President Diversity, Leadership and Performance Excellence, serves as the chair of the LENS DEI Council for the National Center for Health Leadership (NCHL). As part of his leadership, Nathan drives the development of inclusive leadership competencies across national health care organizations and MHA programs in higher education institutions.

Shannon Twumasi M.Ed., System Program Manager for Diversity, Equity and Inclusion, was selected to participate in the 2023 NCHL Mentorship Program. This initiative is designed to support development of best practice skills for both mentees and mentors.



Equity Advocates

We champion social justice.

We advocate for health equity by promoting policies and actions that dismantle racism, improve social determinants of health and champion social justice.

Progress and Accomplishments

LGBTQ+ Inclusion and Belonging Steering Committee

Ensuring a welcoming, safe and inclusive environment for LGBTQ+ employees, patients and their families, this committee provides direction for operational, social, environmental and clinical practices.

This work includes:

- » **Healthcare Equality Index Leadership:** Achieving and maintaining the Human Rights Campaign's LGBTQ+ Healthcare Equality Leader designation for CommonSpirit. In 2022, our California facilities earned the highest possible Healthcare Equality Index scores, putting CommonSpirit among the highest-rated U.S. hospitals. Additional CommonSpirit facilities will participate in the 2024 Healthcare Equality Index survey.
- » **Welcoming Environment Action Plan:** Developing a roadmap to create a welcoming, safe and inclusive environment of care for LGBTQ+ employees, patients and families.
- » **Recommendations for LGBTQ+ Care:** Collaborating with the Clinical Advisory Group to recommend actions that will ensure services offered to patients who identify as LGBTQ+ are aligned with our values and provide evidence-based care.

Belonging Circles

Belonging Circles will be launched in the fall of 2023. The purpose is to foster an inclusive environment for members of our workforce who share a common identity and to build allyship to create belonging. Our Belonging Circles will celebrate inclusion and belonging among different affinity groups through collaboration, allyship, continuous acts of humankindness, and resources for professional and personal development.

A Commitment to Health Equity through Sustainability

- » **Reaching Net-Zero by 2040:** In an effort to address climate change, an underlying cause of health inequities, CommonSpirit Health has an industry-leading commitment to achieve net-zero greenhouse gas emissions by 2040 with an interim target to cut operational emissions in half by 2030. As one of the nation's largest, most diverse and leading health systems, CommonSpirit's pledge will impact the climate crisis by delivering more sustainable, resilient, and climate-smart health care across its 21-state footprint.

- » **Accelerating Health Equity and Business Resilience through Decarbonization Action Guide:** Rosalyn Carpenter, Senior Vice President and Chief Diversity, Equity, Inclusion and Community Impact Officer, contributed in an advisory capacity to the “Accelerating Health Equity and Business Resilience through Decarbonization Action Guide” playbook developed by the Black Directors Health Equity Agenda (BDHEA), Deloitte and the Commonwealth Fund.
- » **Advocating for Climate Resilience:** Since there is an unbreakable connection between the health of our planet and the health of our people, the CommonSpirit Advocacy team engaged political and opinion leaders to address climate change.
- In November 2021, CommonSpirit announced our goal to reach net-zero greenhouse gas emissions by 2040 at the United Nations Conference on Climate Change (COP 26) in Glasgow, Scotland.
 - On Earth Day 2022, CommonSpirit published its Climate Action Plan (CAP) which includes short- and medium-term goals to keep us on track for net-zero emissions by 2040.
 - In collaboration with the White House Office of Climate Change and Health Equity, CommonSpirit was one of the first signers of the White House and Health & Human Services (HHS) Health Sector Climate Pledge to lower greenhouse gas emissions and build more climate resilient infrastructure.
 - CommonSpirit’s public policy and advocacy experts worked with a wide range of partners to successfully pass the Inflation Reduction Act (IRA). It directs nearly \$400 billion in federal funding to lower the nation’s carbon emissions and accelerate environmental justice efforts in communities disproportionately impacted by climate change.



The Office of Diversity, Equity, Inclusion and Belonging



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