

Advancing I.D.E.A. *Together.*

2023 Diversity, Equity
& Inclusion Report



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HEALTHCARE

Right here.
For you.

Welcome to our third annual Diversity, Equity and Inclusion (DEI) Report. Everything we do at Univera Healthcare is rooted in our seven core values, one of which is, "We model Inclusion, Diversity, Equity, and Access (I.D.E.A.)." **This report continues to be an intentional step toward greater transparency and showcases our efforts in this space.**

We are proud to share some of the many ways we continue to empower our employees, partner with our communities, and evolve to meet the changing needs of our people, our industry, and our world – from enhancing internal systems to investing in the community and building momentum through everyday actions.

As a locally based nonprofit health plan, we exist to provide our members with access to high-quality, affordable health care and improve the overall health of the communities we serve. But our responsibilities go deeper than that.

While we continue to push ourselves to be better and do better, we recognize we do not have all the answers.

To truly impact systemic, long-lasting change and create equitable environments that cultivate wellbeing and a sense of belonging,

[it takes all of us – together.]

Year over year, we grow our commitment to I.D.E.A. and continually strive to embed it in all that we do. But we do not do this work alone.

None of this would be possible without our employees, our leaders, our members, and the communities we call home. Thank you for trusting us, challenging us, and working with us.

Together, we will create a healthier, more equitable, and vibrant future for us all.

With gratitude,



A handwritten signature in black ink that reads "Art Wingenter".

Art Wingenter (he/him)
President



A handwritten signature in black ink that reads "Sady Alvarado-Fischer".

Sady Alvarado-Fischer (she/her)
VP, Diversity, Equity & Inclusion Officer

Keeping I.D.E.A. at the forefront in our hybrid work environment

In a hybrid work environment, internal communication channels are vital tools for helping our employees stay connected to our mission and culture. Through the strategic use of email, computer lock screens, intranet news stories, and more, we ensure that the inclusion, diversity, equity, and access mindset isn't just a box we check – but a lens through which we view and communicate all things throughout our organization.

Intranet as an I.D.E.A. hub

Our intranet is more than just a repository of information; it's a central hub for all things I.D.E.A. That includes dedicated sections for resources, training materials, and updates on our various diversity, equity and inclusion (DEI) initiatives, ensuring employees have easy access to information. Plus, by connecting employees across our organization, our intranet helps us create a sense of inclusion, belonging, and community, every single day.

Storytelling through the I.D.E.A. lens

While we have a dedicated team in charge of creating and promoting all things DEI, our communication experts also work strategically to ensure we're creating inclusive and accessible content across the organization. This includes using inclusive language, and making sure

all videos we share have closed captions and transcripts. It also means bringing different perspectives into every story we share, encouraging employees to think critically about DEI.

Rotating lock screen messages

Our company-wide computer lock screens are the first thing employees see when they log on in the morning, and we're intentional about how we use this tool to advance our I.D.E.A. mindset. We've created lock screens promoting our employee resource groups, I.D.E.A. series, DEI Book Club, Inclusion Survey, various holidays and observances, and other DEI initiatives and events.

Emails and reminders

Email is the backbone of our daily communications with our staff, and just another way we reinforce our commitment to I.D.E.A. We send a daily e-newsletter to employees, sharing the top things they need to know for that day, and a weekly e-newsletter to leaders that includes business-critical information. Throughout both, we include updates on all our I.D.E.A. initiatives to ensure information is cascaded widely – because I.D.E.A. is everyone's responsibility.





Internal development resources

By keeping I.D.E.A. at the forefront of employees' minds, we're advancing a culture in which everyone feels valued, heard, and empowered to do their best, together. **We all have a responsibility to model I.D.E.A., and for employees who want to dive deeper, we offer a range of DEI resources and programs, such as:**

- **An internal, online learning platform that offers training on topics related to DEI**, the I.D.E.A. mindset, working with diverse and underrepresented groups, leadership development, emotional intelligence, time management, and more – including a 21-Day Racial Equity Challenge
- **Mentor and mentee programs**, including Advancing Diversity mentoring
- **Internal leadership programs**
- Free access to **LinkedIn Learning**
- Mandated all-employee **training in cultural competence and humility**
- **Two new DEI-specific electives**, “Inclusive Language Workshop” and “Working Across Multi Generations”
- **Our annual I.D.E.A. Series**, focused on cultural humility



- **Our DEI Book Club**
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- **Essential Habits training** twice per year for all leaders
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- Our **Toastmasters** program to **help enhance public speaking**
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- **Tuition assistance**

- **Internal coaching** and insta-coaching
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- Sponsorship to complete **Dale Carnegie Skills for Success Training** and Dale Carnegie High Impact Presentations
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- **Employee Resource Groups (ERGs)** that reflect the diversity of our workforce and provide meaningful connection, resources, and support to employees

Together, we commit to employee diversity.

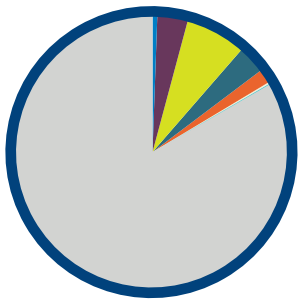
As part of our commitment to I.D.E.A., we work to ensure that our workforce is reflective of the members and communities we serve. **We continue to make progress and recognize opportunities for growth in the areas of internal mobility, development, and hiring.** There is always more to be done.



4,480
Employees

73.15%
Percentage of female workers

Employee racial/ethnic breakdown



0.54%
American Indian/
Alaskan Native

3.53%
Asian

7.43%
Black/African
American

3.33%
Hispanic/Latino

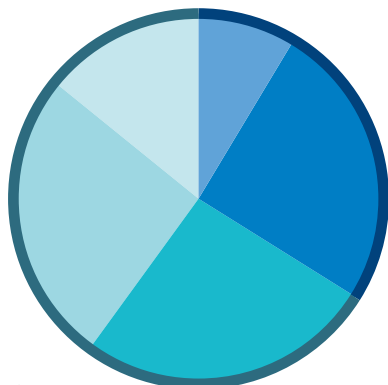
1.54%
Multiracial/More
than one race

0.04%
Native Hawaiian/
Pacific Islander

0.13%
Not specified

83.46%
White

Breakdown of employees by age



34.02%
Under 40

65.71%
40 and over







■ 18-29 – 8.79%
■ 30-39 – 25.22%

■ 40-49 – 25.87%
■ 50-59 – 25.78%
■ 60+ – 14.06%


We are advancing how employees experience I.D.E.A.

Our Inclusion Survey is one way we measure our progress toward DEI goals. Each year we ask employees to share their experiences on what our company is doing well and where it can improve.

In 2023, 60% of employees took the 2023 Inclusion Survey (up from 42% in 2022!).

		2023	2022	2021
Agree that we are committed to diversity, equity, inclusion, and access		97%	94%	91%
Agree that senior leadership encourages DEI		92%	91%	90%
Agree that we respect individuals and value their differences		94%	91%	88%
Agree that we are making progress with DEI initiatives		92%	90%	88%
Agree that we do a good job at providing job training programs that promote multicultural understanding		90%	88%	85%
Agree that we provide an environment for free and open expression of ideas, opinions, and beliefs		89%	87%	84%

New questions in 2023

Agree that DEI issues are openly discussed		84%
Agree that I have the same opportunities for advancement as other employees in my organization		84%
Agree that I am comfortable talking about my background and cultural experiences with my colleagues if/when I choose to		86%

Leadership – female representation



% of all
leaders

70.32%

First-Level Management
(Supervisor & Manager)

57.42%

Mid-Level (Director)

58.57%

Senior-Level (VP & SVP,
Non-Executive)

53.84%

Executive Leadership

33.33%

Board of Directors

Leaders of color



% of all
leaders

12.15%

First-Level Management
(Supervisor & Manager)

11.96%

Mid-Level (Director)

8.57%

Senior-Level (VP & SVP,
Non-Executive)

15.38%

Executive Leadership

26.66%

Board of Directors

Intersectional representation (female leaders of color)



% of all
leaders

8.96%

First-Level Management
(Supervisor & Manager)

6.69%

Mid-Level (Director)

5.71%

Senior-Level (VP & SVP,
Non-Executive)

15.38%

Executive Leadership

6.66%

Board of Directors

New hires (2023)



10.95%

**% of employee
population**

69.04%

Female

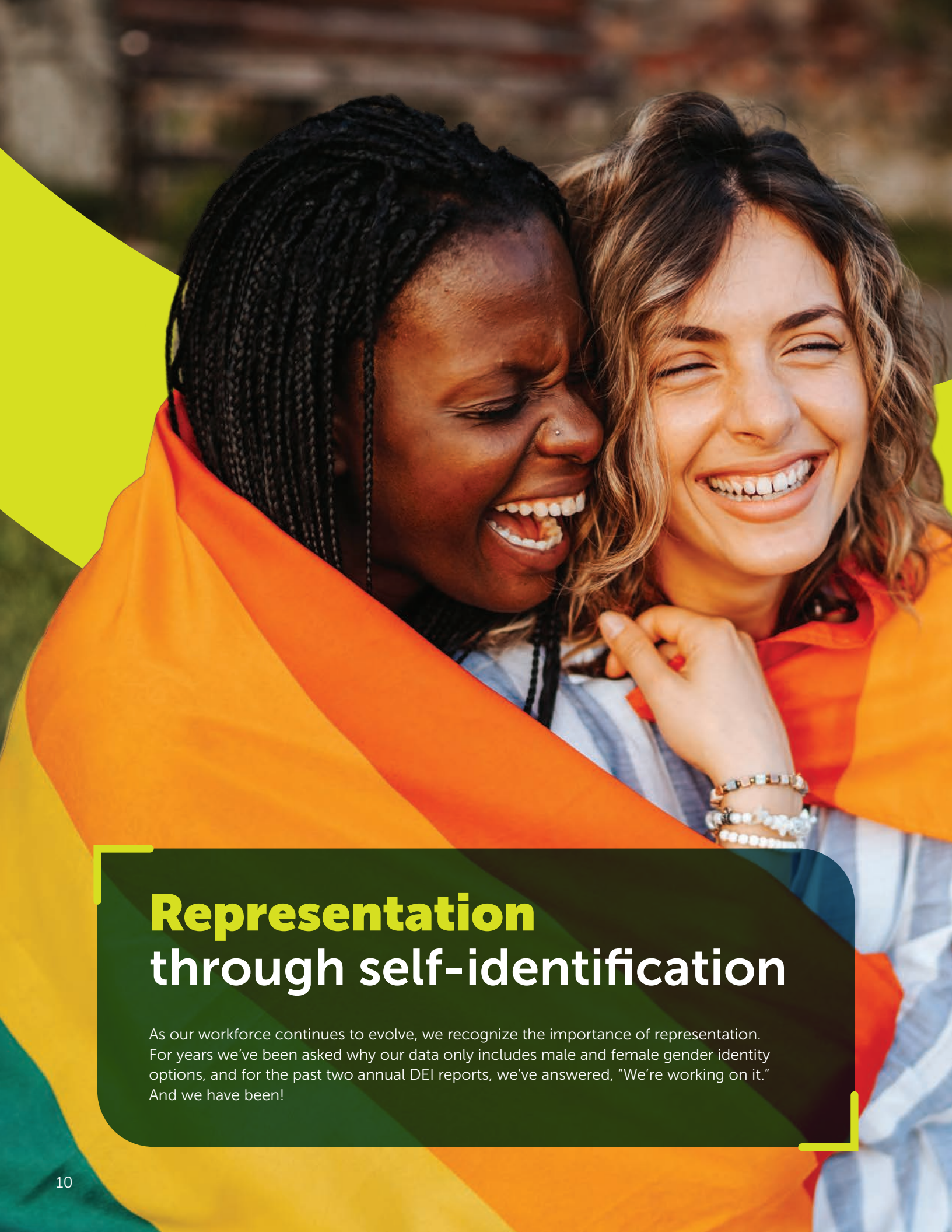
19.14%

Racial/Ethnic Representation
(non-white)

13.24%

Female and Racial/
Ethnic Representation





Representation through self-identification

As our workforce continues to evolve, we recognize the importance of representation. For years we've been asked why our data only includes male and female gender identity options, and for the past two annual DEI reports, we've answered, "We're working on it." And we have been!



Recently, we successfully sourced and implemented a new enterprise human resource planner (ERP). A big part of this initiative included updating our voluntary self-identification options to be more inclusive and more accurately reflect the diversity of our workforce. When the new system went live across the organization on September 18, 2023, employees were encouraged to review and update their personal information, including categories and options that were not previously offered. We were able to advance I.D.E.A. through more representative, voluntary self-disclosure options for our employees.

The platform allows us to offer more robust and inclusive options across existing and new voluntary disclosure categories, such as veteran status, disability, race, gender, ethnicity, and sexual orientation. This will enable us to share expanded workforce representation data in 2024.

- **Gender options include:** male, female, agender, bigender, non-binary, transgender male, and transgender female, in addition to “I choose not to identify” and “Not declared”
- **Disability status options include:** auditory/hearing, mobility, thinking/learning, verbal expression, visual
- **Veteran status options include:** special disabled veteran, Vietnam-era veteran, newly separated veteran, other protected veteran
- **Sexual orientation and pronouns are also available and optional,** along with the ability to write out names phonetically

Sharing self-identification information is always voluntary and a personal decision. And as a company, we have a responsibility to ensure people have the options to see themselves reflected if and when they choose to share that information. Our goal is to create an even more inclusive experience for employees, and self-identification increases the accuracy of our data. When we know our workforce, we can make better-informed decisions to best meet the needs of our employees. Representation matters!



What self-identification means to our employees

We asked some employees what expanded voluntary self-identification options mean to them. Their answers remind us how feeling seen, recognized, and counted lead to greater feelings of belonging.

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As a biracial man, it is comforting to know that I don't have to worry about checking one box for my race and neglect the others, which ultimately feels like neglecting part of who I am.

Being able to accurately identify myself in an ERP

system allows me to bring my full self to work every day. The company continues to build an inclusive experience where I no longer have to pull a chair to the table and prove why I deserve a seat.

*John Hill (he/him)
Business strategy manager*

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Being able to accurately self-identify and be represented in an ERP system, I will be able to be represented as an employee with a disability and to specifically say what my disabilities are in an official, positive light.

It also represents that our company values creativity and innovation that results from a diverse workforce, and that people and their contributions are recognized first, not their disability.

*Beth Ann Hinog (she/her)
Medical coding analyst*

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I am very happy that there is an option to self-identify, and I also believe it is something that should be offered in general as not just a means of comradery, but mutual respect for all human beings no matter how they identify in any category. This is another step in creating a feeling of equality. **Having these new self-identification options in place will hopefully create greater awareness of gender identity and pronouns, and increase the visibility of people like me, a Black nonbinary employee who uses they/them pronouns.** Great job! Please continue to work toward equity in all its forms.

*Terry Thomas (they/them)
Enrollment specialist*

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The option to self-identify is important to me for multiple reasons. As a gay man, my biggest reason is because I value working for an organization that encourages me to be my authentic self. To feel comfortable with this, **having the ability to showcase who I am through self-identification, being my authentic self, and feeling comfortable to do so, tells me that the company not only encourages it, but it's also a part of our DNA.** The ability to share who we are, how we like to identify ourselves, and to feel comfortable doing so makes diversity within the organization a reality.

*Jason Helsdon (he/him)
Director, talent acquisition*

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The option to self-identify my veteran status within the system is very significant. It embodies the recognition of my service and the sacrifices I made for my country. **Being able to identify myself and be represented means that my**

experiences, skills, and perspective as a veteran are acknowledged and valued in the workplace.

It fosters an inclusive environment where I'm not just an employee, but a veteran who brings unique qualities and a different outlook. This recognition encourages a workplace culture that respects diversity, promotes inclusion, and supports the needs of veterans like myself, ultimately contributing to a more fulfilling and productive work experience.

*Chad Tooke (he/him)
Provider network and strategy manager*

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As an ERP change agent, I tested the application and got excited to update my personal information when we went live. As a Black lesbian with many other identities, I feel seen. It's a wonderful feeling. I'm able to and choose

to select my gender, marital status, ethnicity, sexual orientation, pronouns, and even my citizenship status. **It gives our organization a good idea of the diversity among our employees. The world around us seems to be changing its narrative on the importance of diverse voices. The information captured in the system shows that the company is committed to growth** and making this a great place to work.

*Ann Marie St. Rose (she/her)
Operations project manager*

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Being able to self-identify my race and ethnicity is important because it solidifies that the company is working to be inclusive of all employees. Many times in my past when I checked a box to represent being Mexican, I only had Hispanic as a choice, which categorizes everyone who is from Latin/South America under the umbrella of Hispanic.

To have the option of choosing Hispanic or Latino is inclusive of people who have Latin/South American ancestry, not just those of Spanish descent.

*Maureen Connell (she/her)
Clinical operations trainer*

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Driving change

Empowering health equity programs through strategic funding initiatives

At Univera Healthcare, our mission is to help people lead healthier, more secure lives through access to high-quality, affordable health care. However, barriers encountered because of race, ethnicity, or social determinants of health can keep some people from leading their best lives.

By promoting health equity, we aim to eliminate these disparities and improve overall population health.

That means addressing the root causes of health inequities, such as poverty, discrimination, and limited access to education, employment, and health care resources. By leveraging community partnerships and our own resources, we're working to create a fair and just society in which everyone has a chance to live a healthy life.

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Univera Healthcare's Health Equity Innovation Award funding supports initiatives, programs, and research that specifically target the root causes of health inequities, with a focus on addressing structural racism. We believe that by investing in projects that tackle the underlying social, economic, and systematic factors that contribute to health disparities, **we can work toward creating a more just and equitable health care system.**

A portrait of Lisa Y. Harris, MD, a Black woman with short curly hair and glasses, wearing a yellow sleeveless top, with her arms crossed.

Lisa Y. Harris, MD (she/her)
Senior Vice President
and Chief Medical Officer
Univera Healthcare

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Health equity means everyone has a fair chance at living the healthiest life possible.

It is also key to building a vital and thriving society. I look forward to taking a community-driven approach to engage and invest in activities that promote equity and ultimately member and community health.

A portrait of Simone E. Edwards, a Black woman with long dark hair, wearing a blue blazer over a white top and a pearl necklace.

Simone E. Edwards (she/her)
Vice President, Health Equity
and Community Investments
Univera Healthcare

How grant funding empowers community programs

ConnectLife is a nonprofit organization that serves Western New York as a federally designated organ procurement organization and community blood bank. It is dedicated to saving and enhancing lives through its work – not only in our community, but also beyond, nationally and internationally.

Health Equity Award grant funding is playing a pivotal role in helping ConnectLife create a new Minority Donation and Transplant Stakeholders Council, which will provide input to ConnectLife leadership and staff regarding cultural competency issues around organ, eye, and tissue donation. This effort will address health literacy and health equity concerns specific to minority populations and ethnic groups within ConnectLife's service area.

"Univera Healthcare has more than 500 employees who call Western New York home, so finding opportunities to address structural racism and health inequities in the neighborhoods and communities we share with our members is personal to us," says Univera Healthcare President Art Wingerter.

(Pictured (l-r) - Kevin Gramlich, CEO, ConnectLife; Ann Branch, director, retention sales, Univera Healthcare; Roxane Huyler, SVP human resources, ConnectLife; Paul Valley, VP sales, Univera Healthcare; Sarah Diina, senior director of marketing & community development, ConnectLife; Dominic Manfreda, account sales consultant, Univera Healthcare; James Bridges, SVP quality, ConnectLife.)





DEI awards and honors

We're proud to see our efforts and our people get recognized, and even prouder of the impact we continue to make in our communities. And as we set even bigger annual goals and strengthen our corporate commitment to I.D.E.A., our work is far from over.

Here are just some of our accomplishments this past year:



Recognized

We have been recognized as a Corporate Equality Index Best Place to Work for LGBTQ+ Equality every year since 2014. The Corporate Equality Index is a national benchmarking survey and report on corporate policies and practices related to lesbian, gay, bisexual, transgender, and queer (LGBTQ+) workplace equality, administered by the Human Rights Campaign Foundation.

We were recognized with a Disability Equality Index Score of 100%. This comprehensive benchmarking tool helps companies build a road map of measurable, tangible actions toward disability inclusion and equality, since 2021.



Celebrated

We continue to celebrate Juneteenth as a corporate holiday – this offers our team the time and opportunity to advance our knowledge and deepen our awareness on racial justice issues, and attend any local Juneteenth celebrations.

Univera Healthcare is again among the top honorees in the Business First Best Places To Work competition. For the third year out of the past four, the plan has been honored with the top award, Gold, among companies in the extra-large category of 250 to 799 employees.

Over the more than a dozen years Univera has participated in this event, it has always finished with Gold, Silver, or Bronze. That's an incredible accomplishment, and a credit to our employees in the region and across the enterprise.



Partnered

Throughout the year, we partner with more than 400 community-based organizations providing support in Upstate New York.



Dedicated

Our Supplier Diversity Program reflects a commitment to supporting and doing business with a broad base of diverse suppliers. We are dedicated to doing our part to ensure that our business is distributed fairly and equitably, continually increasing the levels of participation and spending with certified diverse suppliers for goods and services as needed across our organization.



Continued

We continued the monthly I.D.E.A. Educational Series, which welcomes subject matter experts to speak on DEI-related topics, increasing cultural humility to drive inclusive employee and member experiences.

We require a mandatory all-employee cultural competence curriculum in alignment with National Committee for Quality Assurance (NCQA) requirements.



Invested

We continue to invest in external leadership programs to contribute to a more inclusive and equitable society by:

- Having leaders participate in Eliminating Racism Group (ERG)
- Participating in programs through the United Way, including:
 - African American Leadership Development Program (AALDP)
 - Latino Leadership Development Program (LLDP)
 - Pride Leadership Development Program (PLDP)
 - Emerging Leaders Leadership Development Program (ELDP)



Our ERGs

Our Employee Resource Groups (ERGs) are critical partners, aligned to our DEI strategy. They reflect the diversity of our employees, amplify shared experiences, and serve as I.D.E.A. ambassadors.

Our ERGs are open to all employees who want to connect, collaborate, and grow, regardless of identity or lived experiences. They provide meaningful connection, resources, and support for business and personal goals, while strengthening our culture and intersectional approach to I.D.E.A.:

- 7 Generations
- African American ERG
- Asian ERG
- Awareness of Visible and Invisible Disabilities
- Conexión
- Lifetime Pride
- Open Door Alliance
- Veterans Network
- We Are One
- Women & Empowerment

26%

of employees who completed the Inclusion Survey participate in an ERG





Right here. For you.