



NAIC DE&I Report 2022



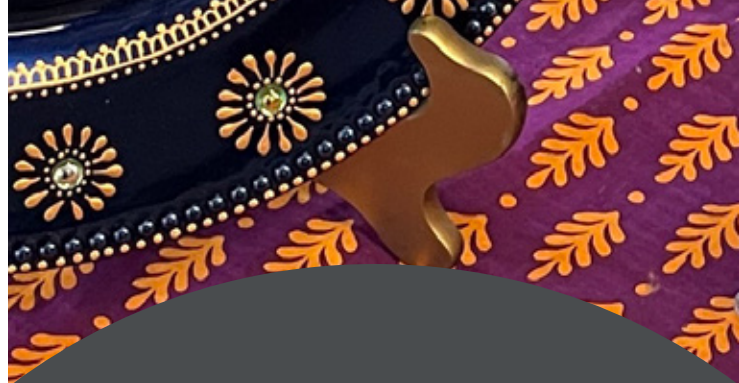


“True belonging only happens when we present our authentic, imperfect selves to the world. Our sense of belonging can never be greater than our level of self-acceptance.”

–BRENÉ BROWN

American professor, lecturer,
author, and podcast host





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A Message From Our Leaders

When we began our official diversity, equity, and inclusion (DE&I) journey nearly two years ago, we carefully designed our 2020–2023 strategy to address the needs of the workforce, workplace, our members, and our community. Each objective is anchored to our business strategy. As we continue to transform our commitments into meaningful actions, we look forward to sharing our progress along the way.

Last year we built a bridge to diversity, this year we're crossing the bridge to inclusion. Learning more about inclusion and our purpose requires us to be accountable and eager to learn from what could be improved. This allows our momentum to remain high, and we are poised to move farther along our journey.

We see the NAIC culture changing in small ways. We know it will take time to have a stellar inclusive culture, but it is not out of sight to envision. Here are a few milestones we accomplished in 2022:

- Announced the second progressive Diversity, Equity, and Inclusion Council to drive DE&I strategy and execution across the business, work functions, and our three locations.
- Launched the SharePoint Member Diversity Leadership forum to share DE&I best practices and collaborate on a self-study curriculum.
- Created the NAIC DE&I Champion Award to further inclusion by giving voice and encouraging actions that engender a more diverse and inclusive culture.
- Identified and launched two affinity groups: See Her and the Umbrella Alliance.

As we continue along this journey, we acknowledge reaching our diversity goals involves more than filling positions. We are poised to engage, develop and retain highly motivated, qualified individuals to support our members and promote the NAIC as an employer of choice.



Michael Consedine
NAIC Chief Executive Officer



Andrew Beal
NAIC Chief Operating
Officer and Chief Legal
Officer



Evelyn Boswell
NAIC Director of Diversity,
Equity, and Inclusion

About Us

As a premier, member-driven organization, we know the importance of having a diverse, equitable, and inclusive culture that reflects our members and communities. For more than 150 years, the NAIC is governed by our members—comprised of chief insurance regulators from the 50 states; Washington, DC; and five U.S. territories—to coordinate the regulation of multistate insurers.

Our members come from diverse backgrounds, united in their shared commitment to set standards and ensure fair, competitive, and healthy insurance markets to protect consumers.

We support our members by:

- Safeguarding the insurance sector by providing consumer protection and education, data collection and analysis, technology, financial assessments and reporting, and licensing and testing.
- Bringing regulators together to collaborate and empowering them to act in the best interests of the people in their states.
- Providing training and accreditation programs to regulators at all levels and education for consumers.
- Investing and integrating DE&I throughout the organization. We are committed to strengthening our employee experience into one that celebrates similarities while equally respecting and embracing differences, which will lead to a more socially-just workplace.

NAIC Culture and Guiding Principles



Put
our customers first



Commit
to continuous improvement



Treat
our colleagues with respect and honesty



Succeed
by working together



Communicate
often



Do
what it takes to get the job done

We know
we're moving
in the right
direction
when we:

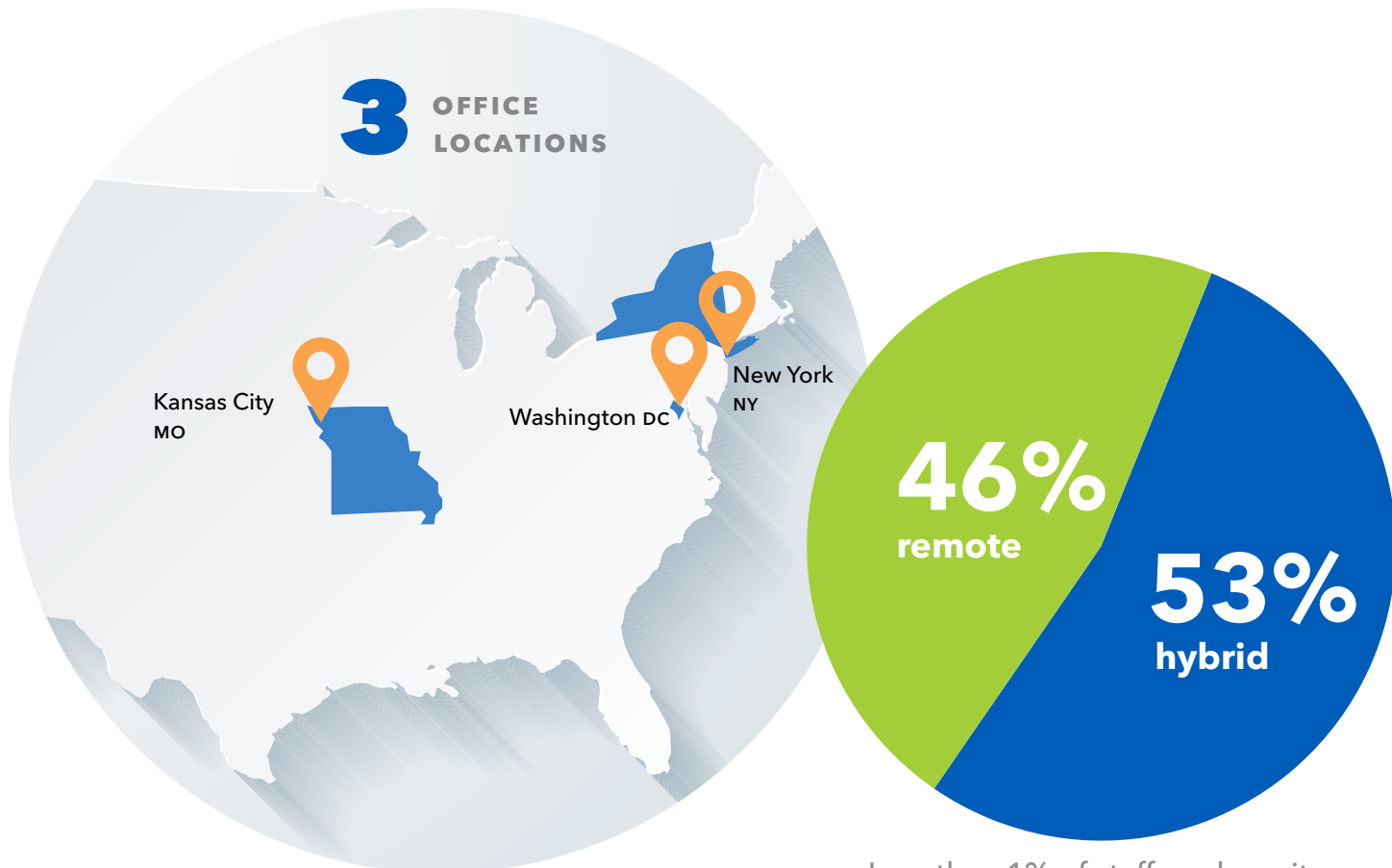
Build

skill and competency
as an organization to
select, onboard, manage,
and retain a diverse and
inclusive workforce.

Create

a work environment that ensures
equal access to opportunities
for leadership assignments,
professional growth and
development, and professional
advancement.

NAIC Workplace Experience



Offer

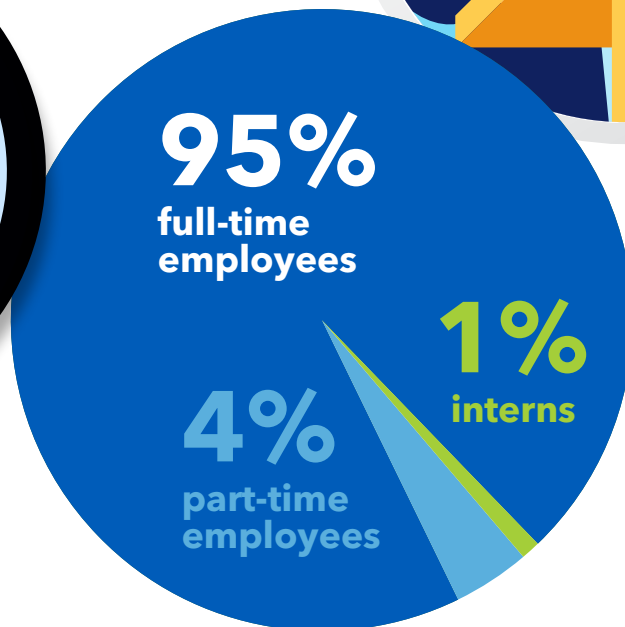
ongoing DE&I awareness training, along with opportunities to continuously gain greater understanding of the cultural experiences our employees and members face daily.

Share

resources and best practices with association members to further DE&I efforts and its impact throughout our nation.

Monitor

the effectiveness of the DE&I Council, and its subcommittees, through established goals, metrics, and communication plans.



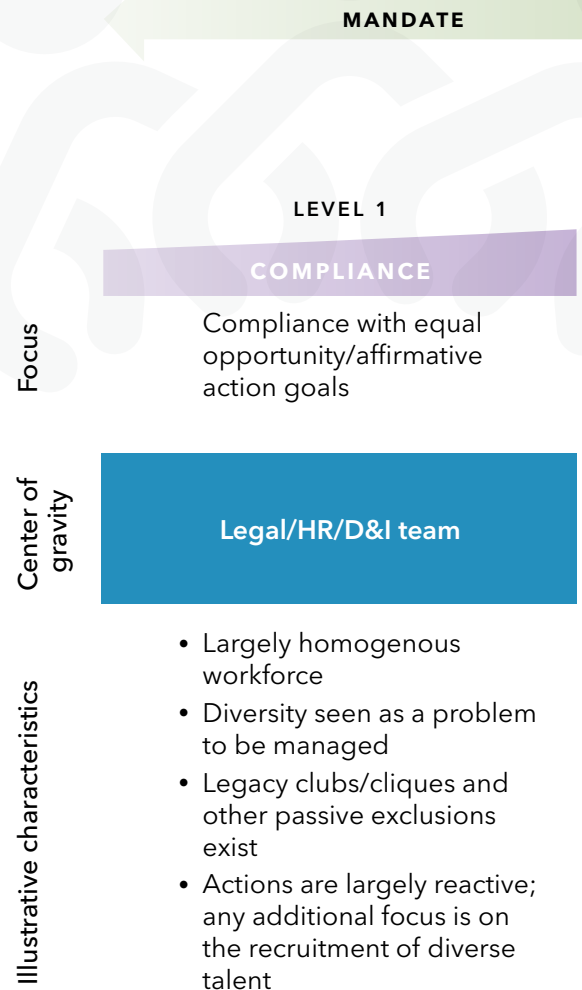
2ND ANNUAL
DE&I CONFERENCE
280+
ATTENDEES

We are Growing

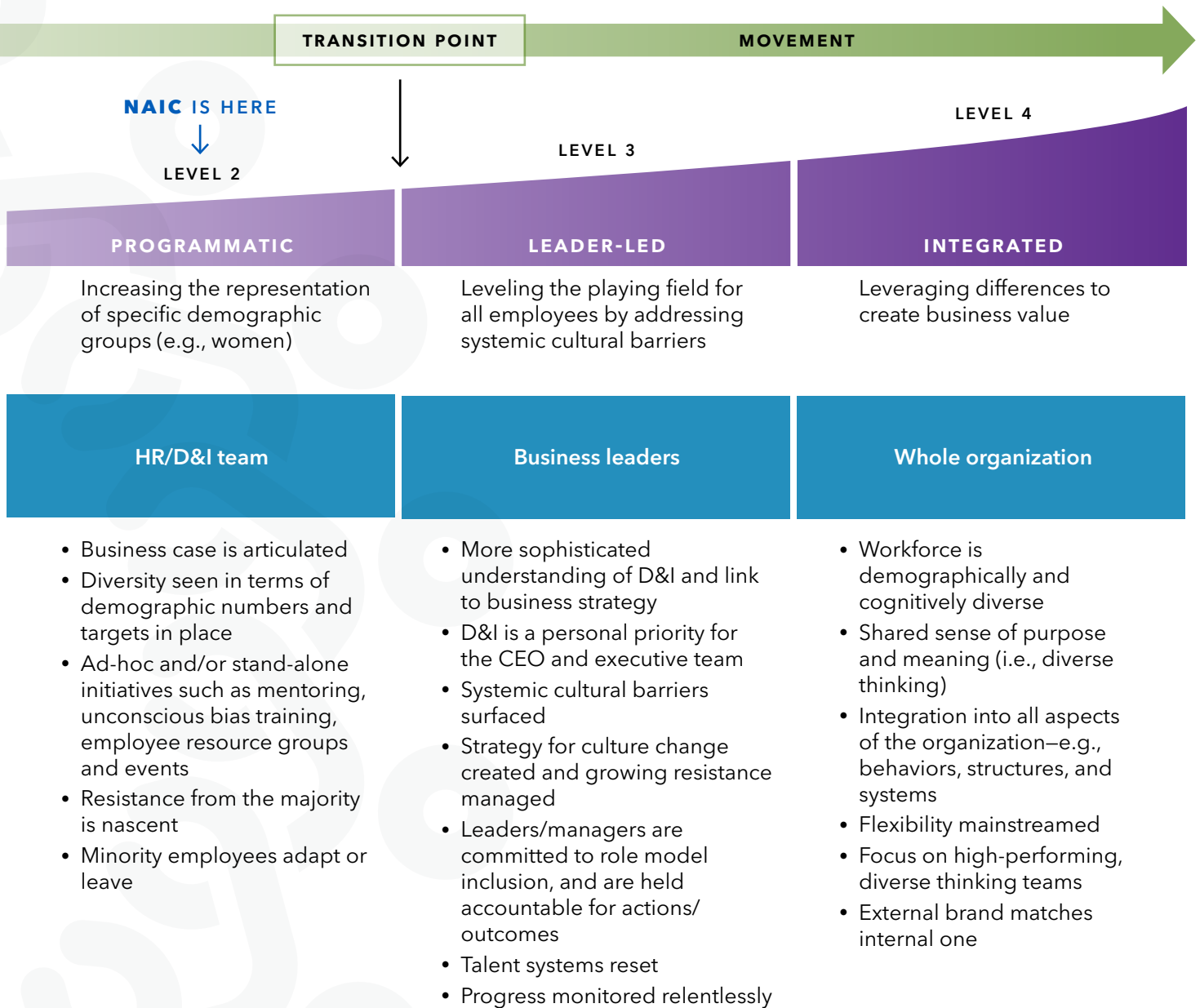
As we started devising our NAIC DE&I strategy, we first had to assess where we are today. When we adopted the Diversity and Inclusion Maturity Model by Deloitte, Evelyn and Andy acknowledged that we were beyond the Compliant level; however, there was much room for growth before claiming status in the Integrated level. Given this assessment, we operate in the Programmatic level, with room for improvement before landing at the Leader-led stage. We will continue to use this progression model to measure our progress.

“Not everything that is faced can be changed, but nothing can be changed until it is faced.”

—JAMES BALDWIN
Essayist, playwright,
and novelist

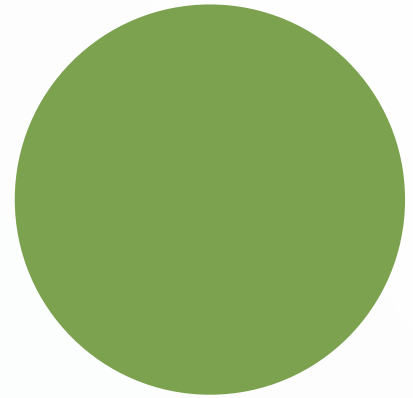
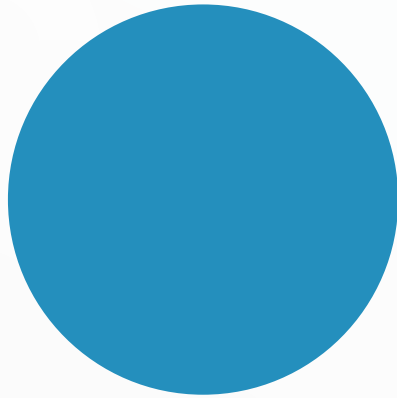


The Deloitte Diversity and Inclusion Maturity Model



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On our DE&I journey, there will be starts and stops, successes and failures and times when we saddle the fence between Programmatic to Leader-Led levels. The truth is no one organization has all of DE&I figured out. Our commitment will be to review our progress, our metrics, our behaviors and culture to ensure we deliver the very best to our workforce, workplace, members, and community.



Diversity
 is the condition of being different or having differences. Differences among people with respect to age, class, ethnicity, gender, health, physical and mental ability, race, sexual orientation, religions, physical size, education level, job function, personality traits, and other human differences.

Equity
 recognizes that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

Our DE&I Journey

June
 DE&I Council formed

September
 First Director DE&I hired

April
 DE&I Council certified

June
 First DE&I Conference in Kansas City, MO

October
 Members Diversity Leaders forum convened

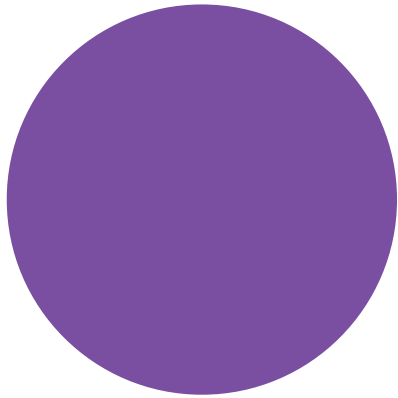
December
 First DE&I Champion



July
 Special (EX) Committee on Race and Insurance formed

June
 Juneteenth recognized as a holiday for NAIC and National Insurance Producer Registry (NIPR)

October
 Educational trip to Auschwitz exhibit at Union Station (Kansas City, MO)



Inclusion

is the result of intentional efforts to make sure that everyone is included, visible, heard, and considered.

“When we listen and celebrate what is both common and different, we become a wiser, more inclusive, and better organization”

—PAT WADORS
Chief People Officer, UKG

March

Received Healthiest Employer award by Kansas City Business Journal for the second consecutive year

June

Induction of new DE&I Council members at 2nd Annual DE&I Conference

October

Received Global Impact Award by the Bowman Foundation for Workplace Equity and Mental Wellness

2022

May

Launched Umbrella Alliance and See Her affinity groups

September

Launched two DE&I continuing education credit courses offered at Insurance Summit (Kansas City, MO)

October

Greenwood Rising Museum and Black Wall Street bus tour

October

Received Healthiest 100 Workplaces in America award by Healthiest Employers

DE&I Approach

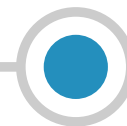
At the NAIC, DE&I is integral to our sustainability, so we intentionally integrate it into our operations and business units. Our goal is to:

- Have our talent pool reflect the country we serve.
- Partner with community organizations and universities that support underrepresented groups for career opportunities.
- Minimize bias and inequality through awareness and education.
- Ensure our guiding principles include the values we aspire to achieve as we transform our culture.
- Assess and update current employment policies to reflect the future workplace.



Workforce

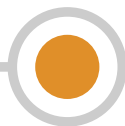
Strive to attract, retain, develop, and promote team members of diverse backgrounds and skill sets.



Workplace

Strive to create an inclusive and diverse work environment that promotes a sense of belonging for all team members to be their authentic selves.

To ensure the DE&I strategy works, we created a framework to help drive positive impact. Within the framework, our initiatives support our long-term goal to create a community where all team members feel their voices, perspectives, and contributions are acknowledged, respected, and valued.



Members

Provide support to commissioners, directors and superintendents to broaden awareness and include DE&I in our industry.



Community

Collaborate with local and national organizations that serve marginalized communities to help increase awareness, advocacy, and engagement.

Strategic Initiatives

The following strategic initiatives enable us to seamlessly embed DE&I into our organization. These initiatives will help guide our business operations, processes, products and services; protect our brand; and enhance our culture.



Communication



Awareness Campaigns



Cultural Awareness Events



Training & Development



Policy & Procedure Review



Employee Network & Affinity Groups



Mentor Program



Annual DE&I Conference



Participate in Local Organizations



Community Partnerships



Workforce

We collaborate with exemplar organizations dedicated to addressing the needs of underrepresented communities and providing inroads into professional careers. These partnerships will enable us to effectively discover, attract, and retain a diverse workforce that mirrors the communities where we work and serve.

In 2022, we partnered with the following organizations to help diversify our pipeline:

- National Bar Association
- Gamma Iota Sigma fraternity
- Insurance Trade Associations

National Bar Association Career Fair

To help broaden awareness of the various career opportunities at the NAIC, the DE&I team and People Operations & Engagement participated in a two-day career fair hosted by the National Bar Association in Memphis, TN. The National Bar Association, founded in 1925, is the nation's oldest and largest national network of predominantly African American attorneys and judges representing more than 65,000 lawyers, judges, law professors, and law students.

Gamma Iota Sigma Fraternity Conference

Employees from Research & Actuarial Services, People Operations & Engagement, and DE&I attended the Gamma Iota Sigma (GIS) fraternity's 51st Annual International Conference in Charlotte, NC. GIS is an international collegiate organization with a mission to promote and sustain student interest in insurance, risk management, and actuarial science careers.

Through its GammaSAID (Solutions for Authenticity, Inclusion, and Diversity) strategic initiative, GIS leads the sustainable growth and diversification of its student talent pipeline to ensure that students from all backgrounds are empowered to pursue careers in the insurance industry.

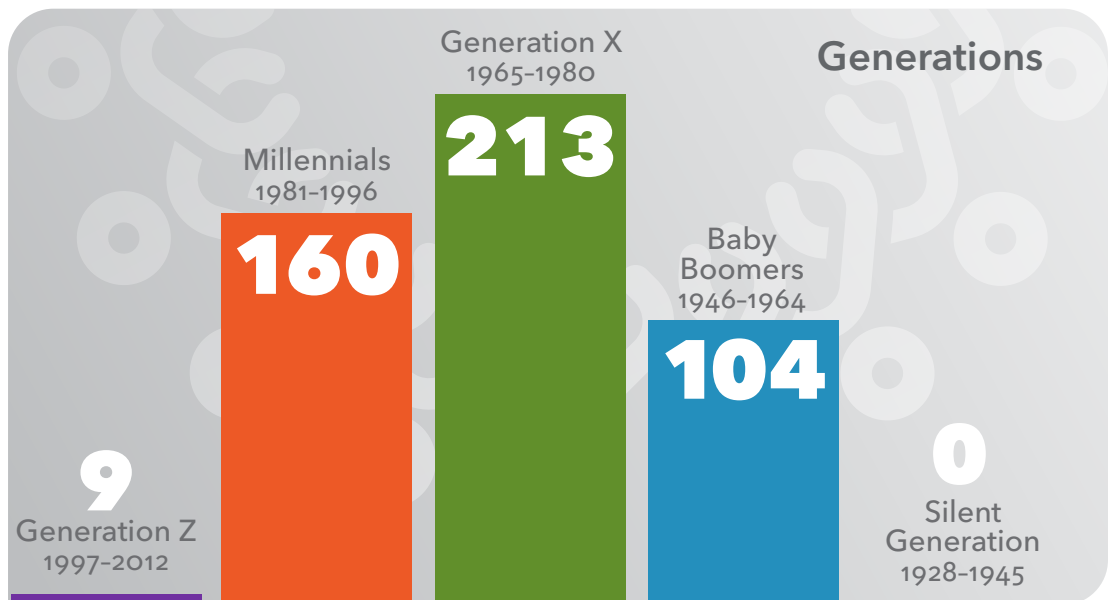
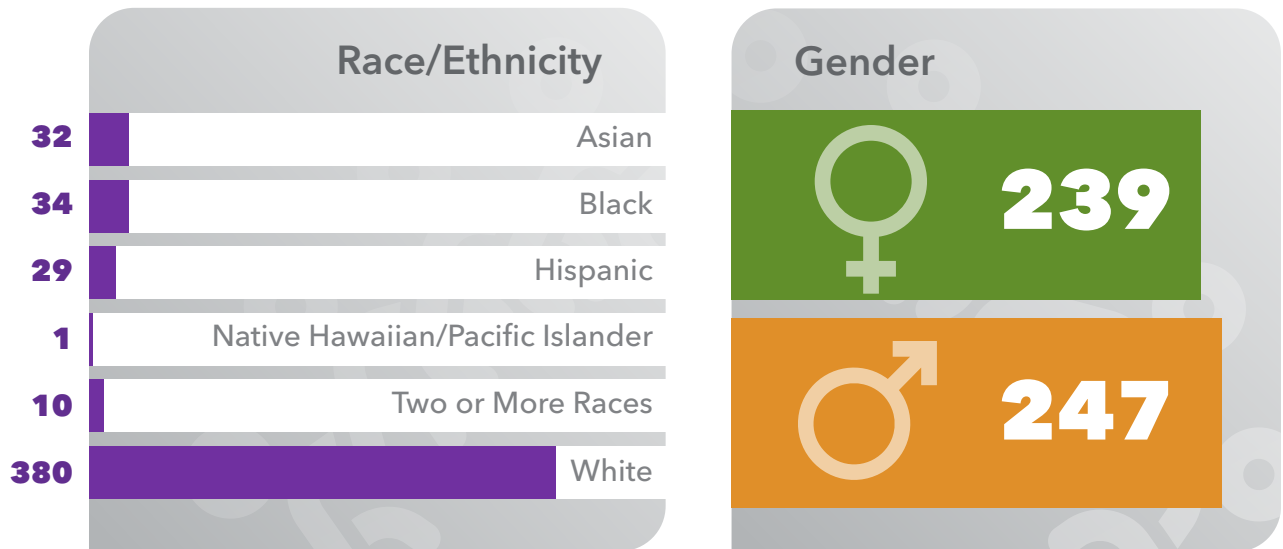


American Property Casualty Insurance Association, ACLI, and Life Insurance Council of New York DE&I Conference

Evelyn Boswell, Director of DE&I, shared remarks on the importance of DE&I with senior-level insurance and financial services executives.



Workforce Demographics



The People Operations & Engagement team, under the leadership of Jennifer Stroud, made great strides in Talent Acquisition.

Provided training to managers and employees who participate in the Talent Acquisition process

Updated job descriptions to remove gender stereotypes and exclusionary phrases

Implemented a structured interview process and interview questions

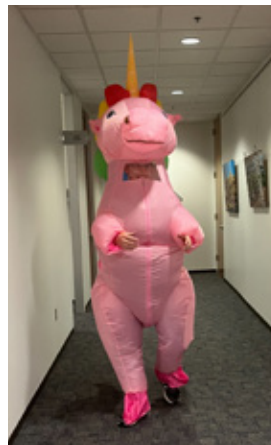
Created skills assessments to objectively measure experience, skills, and abilities

Utilized a team approach during the interview process

Created a scorecard to make selection decisions

Laid the groundwork for launching blind resume reviews through Workday

In November, the People Operations & Engagement team hosted a full day of Talent Acquisition training with Information Technology Group managers to cover important topics, such as Unconscious Bias, Employment Law, and Recruiting, in preparation for the launch of the new Workday Enterprise Resource Planning platform. The People Operations & Engagement team includes Tracy Dodd, Lindsey Eaton, Tracy Burns, Gaby Tharp, Tyler Robertson, and Vallery Kaberlein, who remain focused on delivering a world-class candidate and employee experience as we continue to enhance our Talent Acquisition strategy.



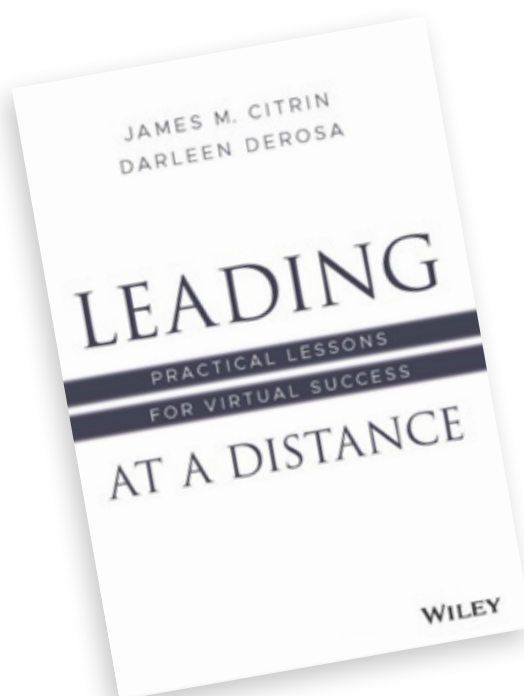
Workplace



Education and Development

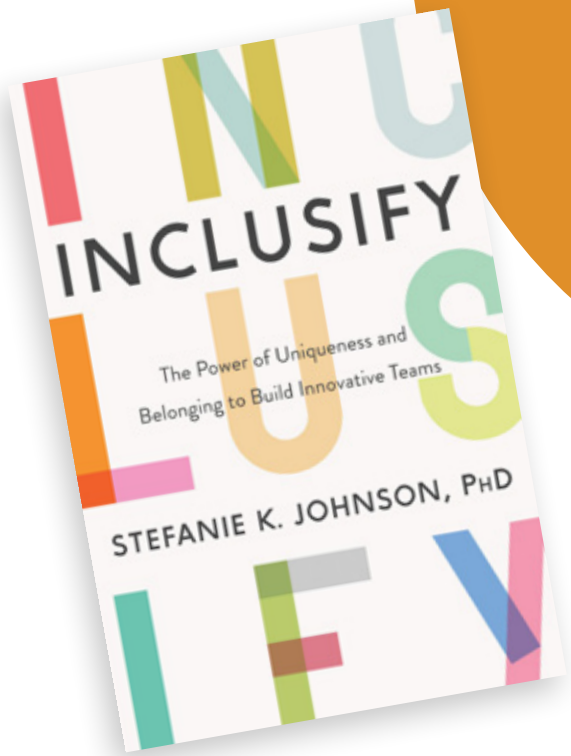
Leadership Development

In January, we launched the “Leading at a Distance Leadership Development Series 2022” where we partnered with Christina Schultz of SpencerStuart, to host a series of professional development conversations to help us better prepare for a hybrid work model.



“Leaders have the power to ensure that people are not left out. Leaders create belonging by welcoming people to fit in while supporting them in their desire to stand out.”

—STEFANIE K. JOHNSON, PhD
Author and professor



DE&I Book Club

In January, more than 60 leaders across the organization were placed into small groups to discuss the book *Inclusify* by Stefanie K. Johnson, PhD. Guided discussions enabled leaders to learn and reflect on inclusive leadership skills and learn best practices. Upon completion of the discussion meetings, DE&I Council members and facilitators participated in a debrief discussion, where they shared actionable steps and final thoughts in an NAICU Exchange.

Let's Talk Podcasts

Becky Meyer, DE&I Council member and Senior Accreditation Manager II, led two DE&I podcast discussion sessions. The virtual groups provided a safe platform for employees to broaden their DE&I knowledge, awareness, and appreciation of others through conversation. Forty-three staff members engaged in authentic dialogue based on principles outlined in the podcast "How to Inclusify the Workplace" by author Stefanie K. Johnson, PhD.

Black Wall Street and Greenwood Rising Museum Learning Tour

Our Black History Month NAICU Exchange highlighted the stories and myths of the Black Wall Street and Greenwood massacre. Attendees watched a short documentary and heard about the account from Phil Armstrong, Interim Director of the Greenwood Rising Black Wall Street History Center.

Six months later, Holly Weatherford, Senior Legislative Affairs Council, organized a two-day bus tour to Tulsa, OK, for 30 staff and state insurance regulators from insurance departments in Missouri and Oklahoma. Chief Egunwale Fagbenro Amusan, owner of the Real Black Wall Street Tour Company, provided a first-hand learning experience that most history books fail to include.



.....
"The trip to Greenwood Rising in Tulsa was informative and moving. It was profound to learn so much about the Tulsa massacre from a descendant of survivors.

In addition to the excellent tours, it was great to meet folks from the NAIC whom I don't usually encounter in my day-to-day work. Experiencing Greenwood with new friends made the experience even better."

Jennifer

.....

"The level of hatred shown at the Greenwood massacre was worse than I ever imagined. It was an eye-opener for me. I want to believe that we have learned from history and that racism is going away. I'm not racist, and I want to believe most people are not racist. This experience opened my eyes to the severity and suffering Black people have experienced from white people. It helped me to understand why still today people that are not white are leery of white people and their motives. I do not want to be stereotyped as a racist based on my skin color. Other races should not be stereotyped based on their skin color. The reality is racism exists more than I realize and more than I want to believe. I just don't understand it. It's sad and senseless."—**Kathy**

.....

"As I reflect on all we learned Friday, I continue to be shocked by the silence that has surrounded such enormous loss and destruction impacting generations. How could I grow up

in Oklahoma and not hear a word in elementary school, middle school, high school, or college about the 1921 Tulsa race massacre, and what can I do now to contribute to the increasing noise seeking answers and justice over 100 years later? I know I must continue learning and talking about Tulsa, doing my part to shed light on this tragedy and pass along information that was elusive for a century. I am grateful to the NAIC and the DE&I office for this experience.

This trip was also a great opportunity to meet and connect with NAIC colleagues I may otherwise have not worked with or known."—**Holly**

.....

"Taking note of the unnecessary lives lost is worthwhile. Someone gets to see they existed.

The clips at the beginning of the museum showed the relatively normal lives that were there. The tour pointed out what was once a town where anyone would have wanted to live. The pictures were worth a thousand words.

Looking at the devastation helps us to know that we have so much to be grateful for and yet so far to go with living daily.

I was reminded that there were other civilizations/people that suffered travesties and yet live on. The quoted and demonstrated Maya Angelou poem, 'I Rise,' is so appropriate."—**Michelle**



Communications

DE&I Director's Roundtable

One of our initiatives is to broaden the lines of communication so we can address the concerns of NAIC staff. This year, we implemented quarterly, virtual dialogue sessions where staff can share feedback and their candid thoughts with senior leaders. We held three quarterly virtual roundtables and one in-person roundtable with the Washington, DC, office.

NAIC staff (seven to 10 employees) were randomly invited to attend an informal, 60-minute meeting to discuss what the organization is doing well and address opportunities and concerns. Senior leaders who participated in the roundtables included: Evelyn Boswell, Director of DE&I; Michael F. Consedine, Chief Executive Officer; Andrew J. Beal, Chief Operating Officer and Chief Legal Officer; Karen Schutter, Executive Director of the Interstate Insurance Product Regulation Commission (Compact); Charles Therriault, Director, Securities Valuation Office (DC); and Ethan Sonnichsen, Managing Director, Government Affairs.

DE&I Video

Alana LaFlore, Senior Communications Specialist created a 3-minute promotional video on the NAIC website that highlights the NAIC vision and guiding principles. This is one of many tools used to promote our DE&I journey at the NAIC.



The DE&I Council

DE&I is everyone's role and responsibility to help make the workplace one where all team members feel included, respected, and empowered to bring their whole, authentic self to the workplace every day.

The 13-members of the DE&I Council serve as ambassadors representing various departments of the organization to help integrate best practices throughout the organization. The Council is led by the DE&I Director, who serves as the executive sponsor; a Council chair; and three co-chairs representing the offices in Kansas City, MO; New York, NY; and Washington, DC. The remaining council members are from various divisions, and levels of employment. The DE&I Council plans the monthly NAICU Exchanges, cultural learning excursions, and the annual DE&I Conference. It also works with senior leaders on best practices and represents the NAIC at local and national events.

Special
Thanks to the
2020–2022
Members





left to right: Andrew Beal, Evelyn Boswell, Ralph Villegas, Director Chlora Lindley-Myers (MO) and NAIC President-Elect, Brandon Smith, Michael Consedine, Reggie Mazyck, Steph Hicks, Susan Ding, Rebeca Amezcua-Hogan. Legacy members not pictured: Jean-Baptiste Carelus, Eric Kolchinsky, and Olivea Myers

The following legacy members received a commemorative legacy pin for their commitment and dedication to furthering DE&I at the NAIC. We are grateful for their work in pioneering our efforts and for their continued work as DE&I advisors and ambassadors.

Ralph Villegas, Council Co-Chair

Susan Ding, Council Co-Chair

Rebeca Amezcua-Hogan

Jean-Baptiste Carelus

Steph Hicks

Eric Kolchinsky

Reggie Mazyck

Olivea Myers

Brandon Smith



Meet the 2022-2024 DE&I Council

Ten new council members were inducted into the DE&I Council during the 2nd Annual DE&I Conference on June 8. Council members were recommended by their managers and represent a diverse group of leaders from across the organization to serve the 2022-2024 term. The following members (*) serve as co-chairs representing the offices in Kansas City, MO; New York, NY; and Washington, DC.

In August, the new council completed 10 hours of diversity and inclusion certification training with Dionne King of DMK Consults. Council members engaged in interactive exercises on the following topics:

- Unconscious bias: creating a more conscious organization
- Uncovering: taking the covers off and muting authenticity
- Brave talks: crucial conversations for 21st century leaders
- Understanding the cultural lens and intersectionality
- Leveraging and growing a strong affinity program
- Now you see me, now you don't: fostering a more LGBTQIA-inclusive organization



Evelyn Boswell
Director of DE&I;
Kansas City, MO
Executive Sponsor



June LeBlanc
DE&I Manager;
Kansas City, MO
Council Chair



Dorothy L. Andrews
Senior Behavioral
Data Scientist
and Actuary;
Kansas City, MO



Katie Chance
Senior Member
Services Coordinator;
Kansas City, MO



Tracy Dodd
Assistant Director of
Team Performance
and Engagement;
Kansas City, MO



Jeffrey Evans*
Credit Analyst
Supervisor;
New York, NY
Council Co-Chair



Becky Meyer
Senior Accreditation
Manager II;
Kansas City, MO



Bailey Henning
Financial Examination
Manager I;
Kansas City, MO



Rachael Morisseau
Strategic Procurement
Administrator;
Kansas City, MO



Abhaya Kulkarni
Senior Business
Analyst I;
Kansas City, MO



Paul Santillanes*
Senior Collaborative
Actions Coordinator;
Kansas City, MO
Council Co-Chair



Mary Laboy*
Office Manager;
Washington, DC
Council Co-Chair



Kristin M. Stanberry
Senior Benefits
and Internal Services
Specialist;
Kansas City, MO



Amy Lopez
Senior
Administrative
Assistant;
Kansas City, MO



Lesa Taylor
Designation Program
Manager;
Kansas City, MO



NAICU Exchanges

Not just a play on words, but an integral part of inclusion is that the NAIC values, respects, sees and hears each other. The NAICU Exchanges are what other organizations may call “lunch and learns.” At the NAIC, we’ve been intentional about implementing various communication forums where teammates get an opportunity to communicate and connect with each other and with leaders. Here’s your opportunity to share it.

I see you have a suggestion for the next NAICU Exchange. Here’s your opportunity to send that suggestion to the DE&I shared email account, send a Slack message, or email a DE&I Council member or the DE&I Director.

I see you are in need. Here’s an opportunity to get involved with a nonprofit community agency to help the less fortunate.

I see you want to discuss the latest workplace issue. Here’s your opportunity to recommend a book club or a subject matter expert (SME) as a keynote speaker.

NAICU Exchanges are about education and awareness. Monthly programs provide staff the opportunity to be included in the dynamic conversations taking place. NAICU is about furthering our knowledge of others. Our diversity calendars also provide numerous opportunities to broaden our knowledge of differences and similarities in the various cultures that make up the NAIC.

Show us who you are. Let the NAIC see you. Get involved, write a story, suggest an observance that’s meaningful to you, or promote a book that helps us bridge any bias for our NAICU Exchanges.

February: Black History Month – Jean-Baptiste Carelus, Capital Markets – Senior Analyst II, moderated a powerful discussion on “Revisiting our Past, Envisioning our Future.” Panelists included: Phil Armstrong, Interim Director of Greenwood Rising Black Wall Street History Center; Commissioner Glen Mulready (OK); Commissioner Andrew N. Mais (CT) and NAIC Vice President; and Director Chlora Lindley-Myers (MO) and NAIC President-Elect.

March: International Women’s Day – The following employees planned a half day of learning, networking, and fun to celebrate the many accomplishments of women: Jennifer Stroud, Director of People Operations and Engagement; Steph Hicks, Senior Software

Engineer I; Vallery Kaberlein, Senior Professional Development Coordinator; Tracy Dodd, Assistant Director of Team Performance and Engagement; and June LeBlanc, DE&I Manager. The virtual program consisted of the following segments: “Surviving and Thriving Through the COVID-19 Pandemic”; “Exploring Your Career: Jobs, Career, and Purpose”; “Challenges Women in Tech Face Today”; and a women’s history Kahoot! trivia game.

April: Learning About the Ramadan Observance – Susan Ding, Credit Analyst Supervisor, facilitated an interactive session featuring: Zebo Yuldasheva, Meeting and Event Planner/Hybrid Producer; and Adnan Syed of the Islamic Center of Kansas.

May: Mental Health Awareness - Melissa Griffin, Assistant Director of Education and Training, and Tiffany Snead, Wellness Program Manager, facilitated an informative discussion with New Directions.

June: Awareness, Advocacy and Allies - The Umbrella Alliance affinity group presented its first program to NAIC staff to celebrate Pride month. Steph Hicks, Senior Software Engineer I, facilitated a learning session with the following panelists: Kim Myers, Senior Business Analyst; Naomi Kloepersmith, Actuary; and Evan Kuhlmann, Web Communications Manager.

August: Working in a Multigenerational Workplace - Katie Chance, Senior Member Services Coordinator, facilitated a hybrid discussion about how understanding generational differences can help create a more inclusive workplace. The panel featured: Laura Kane, Communications Director; Michael Sheehan, Solutions Application Architect; Roberto Perez, Actuary; Ivana Lopez-Romero, Law Clerk Intern; and Vallery Kaberlein, Senior Talent Development Strategist.

September: A Different Perspective: The Other Hollywood and 100 Years of Black Filmmaking - The DE&I Council presented a program hosted by Shawn Edwards, nationally recognized journalist, producer, co-founder of the African American Film Critics Association (AAFCA) and FOX 4 KC film critic. It provided a historical look at black film and the black



experience on screen. The program also highlighted how societal events influenced the portrayal of African Americans on screen and how the popularity of streaming widened the playing field for more films to be released.

October: Celebrating National Recovery Month - Overcoming Substance Abuse - An Interview with Two -Time Indy 500 Winner, Al Unser, Jr. - Brent Roper, Director of Benefits Administration and Facilities, moderated an impactful discussion on how substance abuse affects not just the individual but a whole community and how the race car industry is becoming more inclusive.



Diwali Celebration - DE&I Council members Rachael Morisseau, Strategic Procurement Administrator, and Abhaya Kulkarni, Senior Business Analyst I, along with several volunteers coordinated a Diwali Open House to share the traditions and practices of Diwali, a celebration of light over darkness.

November: International Men's Day - We dedicated a lunch program to Men and Mental Health and Wellness. Monty Miller, Licensed Clinical Social Worker and Certified Life Coach, shared how to recognize the signs and symptoms of depression and how to support loved ones who may be depressed or experiencing depression.





Affinity Groups

Affinity groups are safe forums for independent, voluntary groups of team members who share common interests, backgrounds, and/or goals to create and foster an inclusive environment where they feel challenged, empowered, and supported in developing and maximizing their personal potential and value to the organization. Affinity groups are instrumental in helping team members feel a sense of belonging and creating awareness of DE&I in an organization.

Our strategic plan included designing a comprehensive training webinar so team members can effectively create and/or join an affinity group. The training webinar covered items such as: what is an affinity group and the business case; how to create a charter; the importance of having executive sponsorship; and best practices for recruiting members.

Affinity group membership empowers participants to:

- Network and engage in dialogue with other employees who have common interests and goals
- Develop new skill sets
- Become more involved in surrounding communities
- Foster a creative and innovative work atmosphere
- Improve communication and inclusion across the organization
- Coach new hires
- Serve as external ambassadors to the organization.
- Recommend systemic interventions to diversity barriers
- Help identify new markets, donors, customers, and vendors
- Aid in recruiting, retaining, and promoting diverse talent

See Her was formed to create an open and welcoming environment where women, allies, and interested parties can share, learn, and teach others about empowerment, work-life integration, and other issues that affect women. See Her provides employees an opportunity to connect with others in the group to help identify, develop and enhance their knowledge, interests, skills, and experiences. Karen Schutter, Executive Director of the Interstate Insurance Product Regulation Commission (Compact), is the executive sponsor.

The **Umbrella Alliance** creates an open and welcoming environment where members of the LGBTQIA+ community, allies, and interested parties can share, learn, and teach others about issues and business impacts within the LGBTQIA+ sphere. Todd Sells, Director of Financial Regulatory Policy and Data, serves as the executive sponsor. Members participated in the Pride parade in Kansas City, MO, and held its first hybrid program entitled "Awareness, Advocacy and Allies" facilitated by Steph Hicks, Senior Software Engineer I.

A group of Umbrella Alliance members attended the Unstoppable Workplace Summit in Las Vegas, hosted by Out & Equal, the premier global nonprofit organization working exclusively on LGBTQ+ workplace equality. The annual summit provided space for members and allies of the LGBTQ+ community, people of color, women, people with disabilities, and other historically marginalized and overlooked groups to work together to help create more inclusive cultures and safeguard LGBTQ+ equality in the workplace and in our world.





DE&I Conference

Our 2nd Annual DE&I Conference, “Crossing the Bridge to Inclusion,” was held on June 8 at the Kansas City Marriott Downtown. More than 280 attendees joined us in person and virtually to engage in a day full of learning, networking, and education. Kansas City Councilman Eric Bunch welcomed a room full of attendees and set the stage for the day. Stefanie K. Johnson, PhD, Associate Professor of Management at the University of Colorado Boulder Leeds School of Business and national best seller of the book *Inclusify*, served as the morning keynote speaker. Stefanie shared actionable steps to address unique challenges and opportunities pertaining to inclusion such as designing more inclusive meetings, cleaning up office housework, and creating culture swaps.

Donna Lake, Fire Chief for the Kansas City Missouri Fire Department (KCFD), delivered an impactful segment on “Managing Expectations, People, and Public Safety” when rapidly shifting circumstances change your perceived trajectory.

In-person attendees chose from one of four breakout sessions to further their learning:

- “Financial Literacy” presented by Marisa Martinez, Director of Community Development at UMB Bank.
- “Insurance Literacy” presented by Ralph Villegas, Manager II - Life Financial Analysis and 2021 NAIC DE&I Champion Award recipient.
- “Health and Well-Being” presented by Kevin Sansberry II, certified consultant, executive life coach, and certified workplace mediator.
- “Inclusive Recruiting and Retention” presented by Myles Wallace, Strategic Partnership Specialist for Peak Performers.

Darla Wilkerson, CEO for the Center for Disability Inclusion, shared how businesses can elevate inclusion in the workplace for those with disabilities.







DE&I CONFERENCE SPONSORS

The following organizations contributed more than \$25,000 and resources to help make our 2nd Annual DE&I Conference a success:



Crossroads Charter Schools



“In the end, we will not remember the words of our enemies, but rather the silence of our friends.”

—DR. MARTIN LUTHER KING, JR.
Civil Rights leader and Baptist minister



Congratulations!

DE&I Champion Award

The DE&I Champion Award program was launched in 2021 to recognize a team member who is highly engaged and demonstrates dedication and commitment within the NAIC framework of Workforce, Workplace, Members, and Community.

The DE&I Champion exhibits one or several of the following leadership behaviors:

- Advocates for change and awareness of diversity, equity, and inclusion (DE&I) in the workplace, community, and insurance industry.
- Participates in various corporate awareness and community events that promote diversity awareness, acceptance, respect, and compassion, as well as fosters relationships.
- Values and respects diverse points of view and varied ways to approach sensitive issues and topics.
- Facilitates positive communication and organized intergroup relations among persons of different races, ages, ethnic origins, genders, sexual orientations, religious backgrounds, or physical and mental abilities.
- Demonstrates the ability to include others through their action of advocating for change.
- Supports DE&I-related educational and professional development opportunities.

Team members nominated colleagues, and a team of five senior leaders served on a committee to select **Steph Hicks**, Senior Software Engineer I and DE&I Council legacy member, as the second NAIC DE&I Champion Award winner. Steph will receive the following recognition during 2022-2023:

- Name engraved on a personal acrylic award.
- Name engraved on a commemorative plaque displayed in the Kansas City; New York; and Washington, DC, offices.
- Recognition on the NAIC website and in the DE&I Annual Report.
- Recognition announcement at the NAIC 2022 holiday celebration.
- Comdata reward.
- Recognition at the DE&I Conference in June 2023.
- Expectation to lead a DE&I program in 2023.

Members



Member Diversity Leadership Forum

The Member DE&I forum was created in the fourth quarter of 2021 to provide a forum that enables regulators, designated as the DE&I lead from their state/territory, to share DE&I best practices. Members have access to education, guidance, and collaboration with colleagues to share and learn DE&I best practices. Members co-created a foundational DE&I self-study program slated to launch in 2023.



In October, Loretta Summers, SPHR, SHRM-SCP of the Summers Advisory Group, Inc. presented the session, "How to Recruit People of Color". Members learned best practices of how to partner with multicultural professional organizations and student groups.

Loretta Summers



Best Practice Forum

Ron Henderson, Deputy Commissioner for the Louisiana Department of Insurance (DOI), shared how his office partnered with Southern University at Baton Rouge College of Business to create the Insurance Institute. The institute is designed to expose students to various career options in the insurance industry. The Louisiana DOI collaborated with InVest, a program offered through the Independent Insurance Agents & Brokers of America (IIABA) that teaches high school and college students about insurance and the career opportunities in the industry. InVest also provides educational resources free of charge.

Associate Commissioner Philip Barlow (DC) shared how the Department of Insurance, Securities, and Banking (DISB) is expanding its diversity outreach in the financial services industry through the following partnerships:

- Gallaudet University Office of Risk Management and Insurance Interns
- Academy of Financial Services (AFS)
- Mayor Marion S. Barry Summer Youth Program Insurance Cohort

Women's Leadership Breakfast

Regulators had the opportunity to attend the first Women's Leadership Breakfast at the Summer National Meeting in Portland, OR. Evelyn Boswell opened the breakfast with inspiring words about the importance of creating an intentional space for intimate learning. Sara Dubsy, Assistant Director of Administrative Operations IIPRC, planned and moderated the breakfast.

Panelists included: Director Chlora Lindley-Myers (MO) and NAIC President-Elect; Commissioner Kathleen A. Berrane (MD) and Compact Chair; Commissioner Sharon Clark (KY) and Compact Audit Committee Vice Chair; Superintendent Elizabeth Kelleher Dwyer (RI) and Immediate Past Compact Chair; Commissioner Vicki Schmidt (KS); and Director Lori K. Wing-Heier (AK). Panelists shared stories of triumph, defeat, and perseverance, and how they relied on community and inner persistence to navigate their careers. Attendees left inspired and felt a sense of connection to some of the highest-ranking women in the insurance industry.





Insurance Summit Table Talk Discussions

“There is no passion to be found in playing small in settling for a life that is less than the one you are capable of living.”

—NELSON MANDELA

Former president of South Africa and Anti-apartheid activist

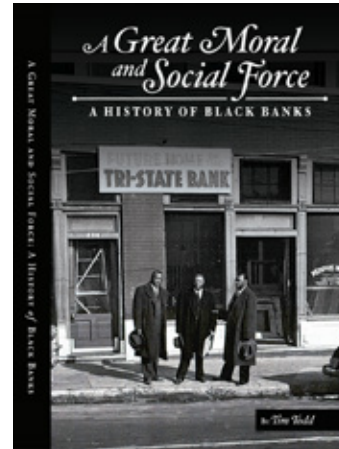
7 Principles for Talking Effectively About Race & Racism by Dr. Hasan Kwame Jeffries

- Be Clear:** Language matters
- Be Positive:** Combat stereotypes
- Be Personal:** Share YOUR story
- Be Contextual:** Talk History
- Be Open:** Start where people are
- Be Specific:** Personal vs Structural
- Be Intentional:** Scaffolding

Insurance Summit

This year we offered two DE&I courses eligible for continuing education credits. Dr. Hasan Kwame Jeffries presented *Confronting Hard History: Best Practices for Talking Effectively about Race and Racism* where attendees learned the importance of talking honestly about the most troubling aspects of America's past and present. Attendees learned seven keys to talking about these difficult subjects.

Tim Todd, executive writer and historian with the Federal Reserve Bank of Kansas City presented the course, *History of Black Banks in America*. He shared the history of Black community banks, examined communities where banks played a dual role in providing economic opportunity and social equality. Todd also provided diverse perspectives on how Americans think differently about relationships with banks.



International Fellows Program

Eight regulators from Bermuda, CIMA/Gabon, Saudi Arabia, Taiwan, and Thailand participated in the NAIC Fall 2022 International Fellows Program. The six-week intensive program included training at the central office in Kansas City, MO, where participants learned how insurance regulation works in the U.S. and how the NAIC supports state-based regulation. Participants spent time working at a state insurance department, where they experienced how states approach financial regulation, market conduct, licensing, and many other aspects of insurance regulation. The program concluded at the NAIC Capital Markets & Investment Analysis Office in New York City, where participants learned how we work with state insurance regulators on investment risks and trends in the market.

Community



Giving back to the communities where we serve and live is paramount to our values and success. Restrictions emanating from the COVID-19 pandemic did not stop our efforts in donating financially to organizations in Kansas City, MO; Washington, DC; and New York, NY. The DE&I Council made monetary donations to the following charitable organizations at the end of 2021.



Martin Luther King Jr. Day - Celebrating a Day of Service

Seven staff members from the NAIC, NIPR, and Compact attended the 18th Annual Martin Luther King Jr. Legacy and Scholarship Awards Dinner hosted by the Martin Luther King Jr. Legacy and Scholarship Committee and the NAACP representing Olathe, KS; Overland Park, KS; and Leawood, KS. The program recognized student essay winners honoring King's legacy and the theme "Love is the only force that can turn an enemy into a friend."



Attendees (left to right): Michelle Johnson, Evelyn Boswell, Andy Beal, Miguel Romero, Karen Schutter, Shay Hibler, and June LeBlanc





HappyBottoms Service Projects

In support of Diaper Awareness Week, the Volunteer Resource Team (VRT) and the DE&I Council sponsored a diaper drive where staff collected more than 255 diapers and 700 wipes and donated more than \$680 to HappyBottoms, a local Kansas City organization providing diapers to families in need. HappyBottoms receives monetary donations from private individuals, and it purchases diapers and training pants through partnerships with national diaper networks and vendors at a reduced rate.

Nine volunteers spent the afternoon packing more than 6,750 diapers at the HappyBottoms distribution facility to help close the diaper gap for children under the age of four in the Kansas City metropolitan area.



Attendees (left to right): Jeremy Chance, Lacey Seemann, Karen Stricker, Lesa Taylor, Paul Santillanes, Rachael Morisseau, Abhaya Kulkarni, Teresa Pantoja, and June LeBlanc



Community Partnerships

We partnered with the following national and local organizations to help increase our footprint in the communities we live and serve.

American Jazz Museum, Kansas City, MO

Center for Disability Inclusion, Greater Kansas City

National Museum of African American History and Culture, Washington, DC.



"It is not our differences that divide us. It is our inability to recognize, accept, and celebrate those differences."

—AUDRE LORDE

American writer, womanist, radical feminist, professor, and civil rights activist

“Diversity is the mix.
Inclusion is making
the mix work.”

—ANDRES TAPIA
Global Diversity and
Inclusion Strategist

2022 Awards and Recognitions

Bowman Award

Evelyn Boswell, was recognized for her workplace inclusion initiatives at the NAIC by the Bowman Foundation for Workplace Equity and Mental Wellness. It is the first DE&I recognition for the NAIC. The Bowman Foundation is a workplace equity advocacy organization dedicated to raising awareness and providing research, support, and education to create diverse, inclusive, and healthy workplaces that promote psychological safety and mental wellness.

Evelyn was among a select group of Honorees of Distinction at the Bowman Foundation for Workplace Equity and Mental Wellness’ 2022 Annual Global Impact Awards and Gala. The foundation recognized DE&I leaders and organizations making historic strides toward fair and equitable workplaces and communities, specifically through a focus on mental wellness and equity.

Kansas City Business Journal Healthiest Employer 2022

- 2017–2020 - Honoree
- 2021 & 2022 - 1st Place (500-1499 population)

Other Awards and Recognitions

- 2018–2022 - Cigna Well-Being Award
- 2018–2022 - Kansas City Chamber of Commerce Healthy KC Certification Platinum Level
- 2021 - 100 of the Healthiest Employers in the U.S. (#14) by Springbuk (Wellness Platform)



THE BOWMAN FOUNDATION FOR WORKPLACE EQUITY & MENTAL WELLNESS



Attendees (left to right): Charles Therriault, June LeBlanc, Holly Weatherford, Dorothy Andrews, Leon, Evelyn Boswell, Jeff Evans, and Mike Considine



On the Horizon

At the NAIC, DE&I is everyone's responsibility, regardless of status, office location or tenure. We're all stakeholders tasked with helping create and sustain an inclusive workplace. We strive to measure how well we're doing in DE&I and we encourage you to do the following on a regular basis:

- Ask, "Who's missing from the table?" as we look to recruit or assign projects.
- Create intentional connections and networking opportunities.
- Stay curious. Self-educate.

Here is a list of podcasts to help sharpen your knowledge and understanding of DE&I:

Your Brain at Work – NeuroLeadership Institute

Race Talk and the Conspiracy of Silence by Derald Wing Sue

Unlocking Us: Brené with Emmanuel Acho on Uncomfortable Conversations with a Black Man by Brené Brown

Diversity Inc. The Fight for Racial Equality in the Workplace by Pamela Newkirk

Your Body Language May Shape Who You Are by Amy Cuddy

How Great Leaders Inspire Action by Simon Sinek

Cynt Marshall on Becoming CEO of the Dallas Mavericks, Reversing Toxic and Abusive Culture, What She's Learned from Mark Cuban and What He's Learned from Her







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