

## DEPARTMENT OF INSURANCE

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**APPROVED 12/7/22**

**Insurance Diversity Task Force (IDTF)**

**3rd Quarterly Task Force Meeting**

**September 15, 2022**

**10:00 am – 12:00 pm PDT**

**I. Roll Call - Call to Order**

- a. Roll Call  
Conducted by California Department of Insurance (CDI) Staff – Amy Ives
- b. Establishment of Quorum – Quorum Established

**II. Public Comment for Items Not on Agenda**

There were no public comments.

**III. Review and Approval of Past Meeting Minutes**

Motion to Approve: Rebecca Aguilera-Gardiner

Motion Seconded: Jose Plascencia

**IV. Attendee Introductions**

Task Force Attendees: Imelda Alejandrino, Annalisa Barrett, Rebecca Aguilera-Gardiner, Fabiola Cobarrubias, M.D., Griselda Gonzalez, Pradip Khemani, Mark Morales, Jose Plascencia, Cecil Plummer, Vikita Poindexter, Tommy Smith

CDI Staff: Melissa Gear (Chief Deputy Legislative Director), Karisa Yocham (Attorney) Melerie Michael (Deputy Legislative Director), Kayte Fisher (Attorney, CDI Health Equity and Access Office), Amanda Bastidas (Appointments Officer), Stesha Hodges (Chief, Health Equity and Access Office), Chandara Phanachone (Director, Insurance Diversity Initiative), Uzma Rahman (Manager, Insurance Diversity Initiative), Amy Ives (Diversity Analyst, Insurance Diversity Initiative)

Public Attendees: Ann Bauer (CSAA Insurance Group), Aran Paik (Farmers Insurance), Jelani Felton (Insurance Safari), Tarrell Gamble (Blaylock Van, LLC), Faith Borges (California Advocates), Mark Todd (Ori-Gen)

**V. Department Welcome Remarks**

*Michael Martinez, Senior Deputy Commissioner & Legislative Director, CDI* – It's wonderful to see everyone to talk about inclusion, diversity and the good work that the Initiative continues to do. Wanted to share a few items of keen interest as the work that the Task Force is doing is a guiding light for what the Commissioner and the Department of Insurance is doing as well. The Commissioner continues to share the progress of this group beyond the insurance industry with other state and federal regulators and interested parties. Please continue to do the good work that you are doing. In exciting news,

California Governor Newsom recently signed an [executive order on equity as of September 13, 2022](#). This bill directs state agencies and departments to create additional analysis on diversity. Under this order, state agencies and departments will need to embed policies and practices in their strategic plans in order to further advance equity and opportunity and address disparities in access and outcomes. As part of these efforts, state entities will incorporate more inclusive public engagement and data analysis, which the Department of Insurance is already well ahead of the curve. In particular, the past and current Strategic Plans that our Diversity Initiative worked to produce with the thought leadership of this Task Force. Together, this helps inform our programmatic priorities which are also a result of the data collected by way of the Insurance Diversity Survey. We know that equity and inclusion are the key pillars cementing the mission of this program, and I, on behalf of the Department and Commissioner Lara, are very proud of the tremendous impact that you continue to make for all Californians, especially among our most vulnerable and underrepresented communities.

I look forward to the Virtual Insurance Diversity Summit planning and excited to hear about the thoughts that are being put together today by the Task Force and CDI Staff.

Next week, on September 20, the U.S. House Financial Services' Subcommittee on Diversity and Inclusion will convene for a hybrid hearing entitled "A Review of Diversity and Inclusion at America's Largest Insurance Companies." All hearings are livestreamed on <https://financialservices.house.gov/live/>. The focus on that hearing will be to share the subcommittee's key findings of a diversity data request conducted in March of this year that looked at 27 of the largest life, and property & casualty insurance companies in the United States and their diversity. It is our understanding that 100% of the companies responded to the data request. If you're interested, you may tune in virtually. Staff will be sharing the link with you later. The National Association of Insurance Commissioners' Special Committee on Race and Insurance will be testifying at that hearing as well.

One day later, on September 21, Commissioner Lara will be convening his own [workshop examining bias and discrimination, industry algorithms, machine learning and artificial intelligence](#). It's very interesting as it evolves. We are seeing across many industries the use of algorithms to essentially find ways to provide services and care and treatment. The goal of this workshop is to inform the public about what is out there and to ensure that these new processes still protect the consumer under existing California law. Currently, California law also prohibits discrimination in insurance ratemaking, claims handling practices and cancellation and non-renewal of policies. Wants to ensure there is symmetry in anti-discrimination practices. You are invited to attend and participate in that public workshop.

Wanted to thank Insurance Diversity Initiative Staff for the continued work that they do behind the scenes and in front of the scenes to allow the Task Force to do that good work that they are doing.

*Mark Morales, IDTF* – Thanked Michael for his words. We know that diversity is good business and what gets measured, gets done.

## **VI. Policy and Legislation – Updates**

- a. Legislative Updates with Question & Answer Session  
*Presented by: CDI Legislative Office and Health Equity & Access Office*

*Melerie Michael, CDI* – AB 1604 is a reintroduction of AB 105. This measure would require one board member or commissioner from one underrepresented community. Unfortunately, recent amendments coming out of fiscal committee removed those provisions. The things that were relating to boards has been removed but the bill has been signed.

SB 1387(Limon) – This bill would have required a working group to ensure that leadership on state's commissions and boards were representative of the state. Unfortunately, recent amendments removed the working group part of the bill. However, the bill requires the Office of the Governor to maintain a list on their website of all of the state board and commissions and additional details about each board. This bill has been delivered to Governor on September 13 and awaiting further action.

SB 1107 (Dodd) – This was brought to our attention by an Insurance Diversity Task Force member. Would increase minimum financial responsibility requirements to \$30K per person for bodily injury /\$60K per accident /15K for property damage. Current limits are \$15K/\$30K/\$5K (respectively). It would be a significant change and the bill would also raise limits in 2035. This has not been changed in over forty years, so that's probably why there was a big jump. Presented to Governor on August 26 and is awaiting action.

SB 189 otherwise known as a Budget Trailer Bill – This bill moved very quickly. The most important component is relating to the Bagley Keene Open Meeting Act. Until July 1, 2023, this bill allows state bodies to hold meetings electronically. The bill suspends requirements that each location must be accessible to the public. A state body who holds a meeting electronically and allows attendees to attend virtually complies with the new law. This will sunset in mid-2023. It is very likely that a bill will come again next year to implement changes permanently. Last time, the Task Force expressed that they would like to show support in the future. Melerie will keep us informed about anything that is introduced or moving forward in next year's session and let us know how support for the bill can be shown in the best way.

The Governor has until September 30 to act on the bills that have been introduced this session. By the 4<sup>th</sup> Quarterly meeting, will have a clearer picture of what has moved into law and what did not move forward.

*Mark Morales, IDTF* -Thanked Melerie for her recap and looks forward to future teleconferencing.

*Cecil Plummer, IDTF* – Curious if there was a conflict with Prop 209 and the requirements that state agencies be more inclusive in their outreach and strategic plans.

*Chandara Phanachone, CDI* – (*Sought clarification on the scope of Task Force Plummer's question*). Confirmed that he was asking about the Governor's Executive Order of September 13 (previously mentioned). With regard to the Executive Order, there is nothing that explicitly addresses race or ethnicity, but rather, calls for state agencies and departments to embed policies and practices in their strategic plans in order to further advance equity and opportunity.

**b. 2022 California Insurance Diversity Survey Administration**

*Uzma Rahman, CDI* – Provided update on the California Insurance Diversity Survey (CAIDS). Following 2020, as a result of successful legislation sponsored by Commissioner Lara, the premium reporting threshold was lowered from \$100 million to \$75 million. This provided the Department with legal foundation to gather a greater cross section of the insurance industry. The law requires us to publish results of the 2022 CAIDS by November 1, 2022. We are currently on track to meet that goal. In this survey administration, we have collected data from 2020 and 2021. In 2020, 299 were required to report, and in 2021, we had 319. This was a total of 325 unique companies across both years. Additionally, there are companies that have opted to report even though they were not required to do so. This adds to the available data for us to analyze. All of this information accounts for approximately 94% of the insurance market. We are eager to share the results from both the Supplier Diversity and Board Diversity side in great detail at the 2022 Virtual Insurance Diversity Summit.

*Mark Morales, IDTF* – Thanked Uzma for the teaser and excited to see what's coming at the Summit.

**VII. 2022 – 23 Strategic Plan – Progress Updates and Discussion**

*Chandara Phanachone, CDI* – Provided update on the Strategic Plan

- a. Board Diversity Advisory Group – Strategic Goals
- b. Supplier Diversity Advisory Group – Strategic Goals

**Pillar 1:** Increase Awareness of Leading Practices & Impact of the Diversity Initiative & Insurance

## Diversity Task Force through Education and Advocacy

All objectives are in the planning phase at this time of sharing the work that we do. We are incorporating much of what we are doing into our Insurance Diversity Summit. Keynote for the Summit will be with Commissioner Lara and a couple Chief Diversity Officers from insurance companies. We want to understand the best practices and role of the Chief Diversity Officer in the insurance industry and how they are imbedding DEI into the culture.

With regard to development of an integrated communications plan, we have been working hard to make sure that outreach and communications is part of what we do. Will be expanding team for Diversity Communications Outreach Manager. Will share with Task Force once the posting goes live. As mighty as team is – knows that will be even more so when there is another person on team. Exciting that team is growing and would like to share with the Task Force's networks to find candidates.

### **Pillar 2: Deepen Engagement with Insurance Industry and Community Stakeholders**

Objective 2A – Identifying, leading and providing access to tools that enhance collaboration with the insurance industry. The key part of this goal will be achieved by the new position on the team.

Objective 2B – Collaborate with community and/or industry stakeholders. We are continuing to meet regularly with the Statewide Coalition on Diversity Initiatives, which is a group of leaders from a number of state agencies. In our most recent meeting earlier this week, we discussed an idea for a massive event for our diverse suppliers. We want to combine forces and make it more impactful. We are well underway with regard to this particular goal.

*Jose Plascencia, IDTF* – Wanted to confirm that this event has not happened yet.

*Chandara Phanachone, CDI* – That is correct. One of the things we have discussed is convening a forum for our supplier diversity professionals. But we need to know where they need support so we can meet them where they are at.

*Jose Plascencia, IDTF* – This is a very necessary, but Herculean task. Excited to see what comes from it.

*Chandara Phanachone, CDI* – Not to worry, Task Force will be very involved in the process.

### **Pillar 3: Connect Diverse Business Leaders to Opportunities Within the Insurance Industry**

Objective 3A – Identify organizations that can potentially connect aspiring diverse board directors with board leadership opportunities. There are so many resources out there. We are still in conception phase, we are still brainstorming this idea. We want to give it our full thought leadership before we move forward with a plan. There are lots of you that are already working on this.

Objective 3B and 3C – We are still working through these. We will have a matchmaking component at our Summit and deepening our engagement with the Statewide Coalition. Knows that Governor Newsom just appointed a Chief Equity Officer and there will be many opportunities at the state level.

*Mark Morales, IDTF* – Thinks that it would be great to have one large event with all the agencies. That could be amazing.

*Chandara Phanachone, CDI* – When we met earlier in the week, we discussed the importance of working together. There is a large amount of funding coming into the state this year and we want the money to get to the diverse suppliers, especially among those that have been adversely impacted as a result of the economic setbacks.

*Griselda Gonzalez, IDTF* – Would the legislative update on AB 1604 (where there are no requirements for

diverse board members), do we think that this will carry over to companies? Will they stop focusing on diversity? Will companies know that it's the right thing to do?

*Chandara Phanachone, CDI* – This is one of the reasons we're hosting a session on this at the Summit. We talk about how public policy can be a catalyst for changing the status quo, but in the absence of public policy, what happens next? What are the implications for companies following the rulings of laws being deemed unconstitutional. These are important questions to discuss at this year's Summit.

*Annalisa Barrett, IDTF* – Public company boards are still seeking and adding diverse directors to their boards. Not only because they have had pressure from California – but diversity is still expected on the board. In addition to state legislative requirements, the listing exchanges for public companies have required disclosure of diversity on board. In subsequent years, will require diverse directors on NASDAQ listed boards or explain why they don't have diverse members.

#### **Pillar 4: Create Opportunities to Recognize Champions and Increase Transparency in the Insurance Industry**

Objective 4A – Launch the Insurance Diversity Designation to Recognize Champion Companies. This pillar focuses on recognition and accountability. We decided that we will be launching the Diversity Designation at the 1<sup>st</sup> Quarter of next year. We want to give it the appropriate pomp and circumstance that it deserves. Our team has worked extensively with leadership at the Department and we want to highlight the most meaningful parts. We want to put a bit more thought and effort into it and want to give Task Force time to review ahead of launch. We know it's been a trailer for the whole year, and we are very excited to finally unveil it.

Objective 4B – Heighten Transparency on State of Diversity in the Insurance Industry

*Cecil Plummer, IDTF* – Asked for insight to how the Designation will be launched since not at the Summit.

*Chandara Phanachone, CDI* – We want to make sure that we bring in the newest team member who is in charge of diversity communications and outreach. We want to make sure we are providing enough leeway and publicity to launch a targeted marketing campaign.

*Uzma Rahman, CDI* – The plan is to launch separately in quarter one of next year.

*Cecil Plummer, IDTF* – Had a vision of how he thought it would be rolled out at Summit, but not sure of what the plan is now. Will it be social media, print media? Not sure what the launch will look like.

*Chandara Phanachone, CDI* – We are definitely still working on that. We will talk about the launch more extensively at our Advisory Group meetings. We would love to hear any input you have on this.

*Dr. Fibi Cobarrubias, IDTF* – Would it be possible that we could foreshadow at the Summit? Create some excitement and interest.

*Chandara Phanachone, CDI* – One of the questions that came up was what does the California Insurance Diversity Survey (CAIDS) data reveal? Because the designation is hinged on the data from the CAIDS, it makes it important to underscore and refresh what the survey reveals and then build up to the Designation. Instead of really filling the day up on the day of the Summit, we could instead lay the foundation first and then build up excitement for the launch at the first quarter.

*Mark Morales, IDTF* – This is exciting and new for the industry. Yesterday attended a launch for Operation Hope, hosted by the Small Business Administration - for 1 million Black businesses to launch within the next five years. It was launched in Los Angeles, but will be moving to other cities. In addition to digital and print, can do the Designation in the first quarter and then keep Diversity Initiative in people's

minds all year.

*Chandara Phanachone, CDI* – In trying to lay out the initial plan for the Summit, it felt like we were packing things in, but instead we want to make it possible to digest information in bits. Too much information at one time will make it lose its impact. Heightening the transparency also goes hand in hand with the Diversity Designation launch. Also, we are deepening our engagement with the National Association of Insurance Commissioners. Will be attending the NAIC Summit next week in Kansas City. Currently working on some regulatory coursework for Diversity, Equity and Inclusion. Many good things to learn from regulators at other state agencies and learning from state agencies has helped us see how to grow and scale our program as well.

### **VIII. 2022 Insurance Diversity Summit**

#### **a. Save the Date – November 10, 2022**

*Uzma Rahman, CDI* – The goal of the Summit this year is “Magnify Your Impact” – from the welcome, the keynote and the sessions, everyone can look at themselves to see what they can do to help magnify their impact in the insurance industry.

#### **b. Session Topics**

*Uzma Rahman, CDI* – Policy Perspective – We want to provide a perspective of what’s ahead. How the recent board diversity laws have impacted this. Goal is to have a moderator and panelist that are experts in board policy. Annalisa had mentioned from a public company perspective, there is still a push and demand for greater diversity. We want to provide a brief synopsis and then what we see potentially happening. Solicited Task Force for ideas/suggestions.

*Jose Plascencia, IDTF* - Thinks it’s going in the right direction as the rulings in the last few months are top of mind. Is the vision to have insurance company executives to respond?

*Uzma Rahman, CDI* – In response to the laws being deemed unconstitutional, do you predict there will be an appeal to decisions? Regardless of rulings, are companies dwindling in their push for diversity or is the demand still strong?

*Jose Plascencia, IDTF* – One potential speaker that comes to mind is [Dr. Robert Rodriguez](#), author of *Latino Talent: Effective Strategies to Recruit, Retain and Develop Hispanic Professionals*, he would be a great one.

*Cecil Plummer, IDTF* - Always likes to think of the end in mind. What is the goal for the outcome at the end of the session? What is the potential call to action? It’s nice to be informed, but want to know also the real value. Are there potential actions that can be taken?

*Uzma Rahman, CDI* – We are creating sessions for potentially every member of the audience. Not every session will be for diverse suppliers and not every session for insurance company executives. There will be a series, and 2 sessions per series. And they can attend based upon their interest. We are hoping to see where the impact is and what companies can do. With regard to specific call to action – Fibi’s perspective in being on a board and running a group provides a duality to see the effects. We tend to have a policy perspective every Summit. In terms of effecting change, we need it written in law. This just tells us where we are coming from, where we are now and what we can do in the aftermath of the rulings.

*Chandara Phanachone, CDI* – We just need to clearly articulate whether it’s to educate, inspire or a call to action. Perhaps there is no call to action on this one. Depending on the speakers/presenters, perhaps it’s for educational purposes.

*Annalisa Barrett, IDTF* – If we want to focus on board diversity, second bullet should be revamped to think about “developing C Suite for board services.” If we try to find speakers that can address both bullets, it might be difficult as we would be looking at policymakers, sitting board members, etc. and on

the second bullet, it's Chief Diversity Officers. Thinks we need to make them more consistent to find the right speakers.

*Cecil Plummer, IDTF* - All about messaging, and based on the updates shared today, from a policy perspective, we have lost a little ground. What is the message that we are sending to insurers that we are trying to accomplish? Our goal as leaders is to promote diversity, so we need to think about what we want to send them away with to keep the conversation going.

*Griselda Gonzalez, IDTF* – Mostly everyone will have some knowledge of what's going on regarding laws. Inform us briefly about current state, but with regard to presenters, would love to see someone from the second bullet. Look at the session as inform, prepare, act. Maybe someone from “How Women Lead” organization. At the end, it's about forming coalitions with stakeholders. Yes, the laws were deemed unconstitutional, but that does not mean that diverse potential board members should not be developing their skills and preparing for board service. Yes, we should think about speakers, but also how do we prepare the pipeline and put pressure on the companies to act.

*Imelda Alejandrino, IDTF* – Two things that come to mind – what's in it for me? She could go to this event, but what is her road map? What can I as a diverse supplier to move the needle? Often walks away from events thinking that was great, but how does that help me today? How do you educate the insurance companies and give them a roadmap? Is there something that she can walk away with in regards to moving the needle?

*Mark Morales, IDTF* – These are all great comments, but he would like to see it more focused on more board diversity. Bring people in who can connect insurance companies with diverse candidates for their board. This session is directed to the insurance companies, not the diverse supplier side.

*Fabiola Cobarrubias, M.D., IDTF* – Another aspect to bring up is the business case for diversity. Yes, we have lost a little ground, but if you want to appeal to the bottom line – can show that there is a business case for diversity. Let's remind insurers that even if the law doesn't require it, it's still good business to diversify. Perhaps we can connect them to find diverse individuals on their boards.

*Tommy Smith, IDTF* – Thinks could even call the session “A Reason for Board Diversity.” And the premise is that despite the lost ground in policy, there is still compelling reasons in business, social and moral. The call to action is that businesses still have to report. Their call to action is to hold the line and continue to pursue board diversity. This session is for insurers but diverse suppliers benefit from insurers that have diversity in their leadership. Therefore, diversity is factored in their decision making. Despite public policy, there is still a moral and business case for diversity. Road map is how do you pursue it?

*Vikita Poindexter, IDTF* – Perhaps you can take out policy perspective portion of the session. Removing the first two will allow us to speak to the other topics.

*Fabiola Cobarrubias, M.D., IDTF* – Do we even need to have the word policy in the title? Perhaps just “The future of board diversity?” Not highlighting the policy perspective, but rather highlighting the business and moral imperative around continuing that work regardless of where we are on the policy spectrum.

*Uzma Rahman, CDI* – That sounds more aligned with the keynote. That's the big picture.

*Chandara Phanachone, CDI* – The keynote is a conversation between Commissioner and Chief Diversity Officers from insurance companies and magnifying impact. Talking about culture and how DEI penetrates and benefits corporate culture. The keynote is broad enough that it encapsulates. This session speaks more about informing, preparing and acting. This session is taking a good turn and she likes where it's going.

*Uzma Rahman, CDI* – To recap before moving on, to confirm: bullet 1 works. Bullet 2 should be revamped to how to develop executive and C Suite board member search. Connecting to the factual premise that board diversity is good for business.

*Chandara Phanachone, CDI* – Shelley Stewart from McKinsey published this research this year. We did this in 2018 and it's interesting that we're still talking about it.

*Annalisa Barrett, IDTF* – There are many, many articles that discuss why board diversity is good for business.

*Chandara Phanachone, CDI* – Perhaps if we have someone from one of the think tanks to help guide the conversation. At the end of the day, data drives decisions in organizations. If we have data to support that board diversity is important, that could help move the needle.

*Vikita Poindexter, IDTF* – To follow up on Griselda's point about someone from Women that Lead, maybe someone also from California Women That Lead and AABLI (African American Board Leadership Institute). There can be a discussion about if you are looking for someone, look at these organizations for people who are board ready.

*Uzma Rahman, CDI* – Definitely send over any information, especially regarding potential speakers to us.

Moving to session 2 - Who's Driving? Purpose is to highlight how we can all work towards greater diversity. Looking through the lens of human resources and the employee perspective. We want to look at the diversity lens, but bringing in the aspect of Chief Human Resource Officers (CHROs). We want to compare that with public, private and non-profits. The vision would be having a CHRO from the different types of companies answer any questions related to the purpose of this session.

*Fabiola Cobarrubias, M.D., IDTF* – Wanted to confirm that this was for organizational diversity.

*Mark Morales, IDTF* – Perhaps we can also gather information from the ERGs (Employee Resource Groups). Many private companies are revamping their ERGs to have more impact. These groups have an impact on driving results for the company.

*Cecil Plummer, IDTF* – To confirm, this topic is also for insurers. We want insurers to understand who is driving diversity within their organization.

*Uzma Rahman, CDI* – Depending on the organizational structure. We are looking at the rarity of our industry and the survey we conduct, we are able to gather data from private companies, which is very uncommon. We want to know who the stakeholders are. We have also heard that employees are demanding that the organization that they are a part of is where they can be their true self. We want to know where the pressure is coming from depending on what type of companies. What is the difference/impact from employees given that structure?

*Griselda Gonzalez, IDTF* – Does not like this topic. Thinks that insurance companies will have the resources for this type of insight. She appreciates the value of a diverse workforce as they interact with diverse suppliers. As a diverse supplier and diverse consumer, in terms of this Diversity Task Force, not sure how this is relevant to the greater good for this Summit. Willing to be convinced that this is valuable.

*Chandara Phanachone, CDI* – There are also a number of sessions that are related to supplier diversity. Ultimately, we want to see that diverse suppliers are incorporating these practices into their businesses too. Agrees that it's important to understand the value of the workshops that we put out there, but the point of this workshop is to magnify their impact. The idea would be that the attendees

would know how to magnify impact within their organizations, whether it's an insurance company or diverse business.

*Cecil Plummer, IDTF* – Feels like this is very similar to the previous slide where if that's the goal – should be more about the benefits of a diverse workforce, the business case for a diverse workforce and where you could go to get assistance to diversify.

*Uzma Rahman, CDI* – When looking at attendance, the population has been broader. When determining the theme, we wanted to be mindful of the attendees and their role in the insurance industry. We have board members attendees, but also employees of the insurance company, and they all have their own ideas regarding diversity.

*Tommy Smith, IDTF* – Might want to call it “Lead from Where you Stand.” How do you drive a culture of diversity from being an executive, HR professional, a company owner, or an employee? We all have a part and a part to play.

*Uzma Rahman, CDI* – In terms of the shift in the conversation, perhaps the panel is not private/public/non-profit, it's employee, an executive and an HR professional.

*Chandara Phanachone, CDI* – To Tommy's suggestion on the session title, yes, that sounds great and would align with the direction that we intend. The key stakeholders within the organization, maybe a leader from an ERG.

*Uzma Rahman, CDI* – Next session, Contracting with Insurance Companies – Best Practices

*Chandara Phanachone, CDI* – Has received feedback in the past about not recycling the same content. Part of her also says “why fix something when it's not broken?” We want to make sure we're keeping it relevant. Cecil's words always come to mind “What's the call to action?” Ultimately, we all want to see results. What needs to be done to see results?

*Mark Morales, IDTF* – Definitely believes this needs to be here. Not everyone who will be coming has been to the Summit before and it's powerful for diverse suppliers.

*Imelda Alejandrino, IDTF* – Think she has attended about 5 sessions in the last two months about how to work with different corporations, they all say the same thing. The thing that she wants to know is “What's the best practice for process for follow up?” Matchmaking appears to be dying only because the follow up is not there. Many corporations do not wish to use National Minority Supplier Development Council (NMSDC) and other organizations. They would prefer to do it outside of the diversity certifying bodies. Thinks from her point of view, it would be useful to know how to get results, what is the best way to stay in the loop with companies. Listening intently to see how this will evolve, because personally she would not attend, since they all say the same thing.

*Tommy Smith, IDTF* - One of two ways to do the same but different. First, just answer the questions – “Here's what we're sourcing in the next period of time, here's what I'm looking for, here's where you go.” That's one option. The other option is “how to strategically differentiate yourself in a crowded and competitive market.” There are thousands of diverse suppliers but only 325 companies. What can suppliers do to differentiate themselves to stand out? Imelda said the idea of follow up. What is the appropriate timeline? How do you target which companies you want to work with? How do you market and target yourself in a competitive market? If you are really interested in doing business with Company X, you need to make sure you have cybersecurity figured out. Regardless, you will not win a contract. Sometimes that message needs to be reinforced. Sometimes it's more than just where to submit it, but how to separate yourself.

*Pradip Khemani, IDTF* – Thinks that things have changed in the past few years. We can not generalize

organizations in to a bucket that there is all talk and no walk. When examples come through, seeing is believing. It is important to have speakers show that their actions have turned into outcomes. In a recent example, someone asked for sponsorship for disabled veterans and the philosophy was to let them open the door to everyone and connect them to the right players. Thirty days later, an agreement was signed to enable the sponsorship for that group. The speakers on this panel will have the greatest impact on this forum for suppliers to feel empowered that they have an opportunity and a chance.

*Griselda Gonzalez, IDTF* – Thinks that use of the data from the survey will be great to find companies that are doing well and to highlight what they are doing.

*Uzma Rahman, CDI* – This is how it's been done in the past. We seek out the top performers in terms of diverse spend and procurement and put them in front of diverse suppliers. They will usually bring a diverse supplier that they have had a contract with and it's a conversation. Imelda's point regarding follow up, and Pradip and Tommy's point that the panelists are really moving supplier diversity forward

*Pradip Khemani, IDTF* - When considering panelists, not only speakers representing insurance companies. Perhaps a supplier who has seen that action turn into outcomes. Suppliers can provide experience that what is being projected is a reality and not fiction. This will help to create the belief that this is happening, maybe not everywhere, but it's happening more frequently.

*Imelda Alejandrino, IDTF* – She is working on a project for messaging supplier diversity globally. A question: When you are a DEI professional, is it a job or a lifestyle? Meaning that she has heard that issues with procurement, when they are trying to get a diverse supplier. They have to work inside their procurement process. It's difficult to get them into their database. Her sentiment is “diversity is a not a job, it's a lifestyle” To her, the Summit is missing a theme. Not only just moving it forward – but also need to turn it upside down a bit. Being in the eco system for the past ten years, needs there to be a change from a movement perspective.

*Uzma Rahman, CDI* – Staying Ahead of the Curve, a session focused on supplier diversity. Based off of insights at the Advisory Group meetings. The greater push for Cybersecurity, sustainability, the metaverse and how to leverage new technology.

*Mark Morales, IDTF* – This ties in well with SBA and Operation Hope. These small diverse businesses must get up to speed with new technology.

*Tommy Smith, IDTF* – This makes him want to retract his previous conversation. The differentiation and what you can do to stand out. This session could be that – and the Contracting session could be much more isolated to the tactical “this is what we're sourcing, this is how you get in touch with us, etc.” Even call it Bid Desk or something. Have that section, then if you are smart -now you know when the bid is, but how to write it to be effective and gets noticed.

*Cecil Plummer, IDTF* – Thinks this is a great topic. If people are going to take time to leave their businesses, they need to leave with something tangible. Do you use 2 factor authorization? Are you LEED Certified with your ESG? You need to go back to your office and say “doing these things will help us stay qualified or become qualified with the state of California.” We want to make sure we are pulling the right people to deliver actionable items.

*Chandara Phanachone, CDI* – To confirm, is this session going to cover all the topics, including: the metaverse, environmental sustainability, cybersecurity and algorithmic bias?

*Tommy Smith, IDTF* – They are all relevant. It's a good idea to point people in the right direction to develop expertise. Suppliers can then go develop their expertise. He is not a subject matter expert on cybersecurity, he just knows that if you don't have it – a contract can't be secured with Kaiser. Thinks we can touch on strategic things for companies doing business in the insurance industry.

*Imelda Alejandrino, IDTF* – In agreement with the discussion regarding all of these issues. Cybersecurity is actually a marketing tool since those that have it have the ability to move to the top of the list of preferred suppliers.

*Uzma Rahman, CDI* – There will be two parts of the California Insurance Diversity Survey results. In the past, we have broken it up into two sessions - Supplier Diversity and Governing Board Diversity, and will likely do the same this year. If you have any specific questions that you want to be included in the Summit, please email them to us.

## **IX. Statewide Coalition on Diversity Initiatives – Updates**

### **a. Chandara Phanachone – California Department of Insurance**

*Chandara Phanachone, CDI* – Met with Coalition earlier this week. There is a lot of money coming down the pipeline and much of that is from our push with the California Office of the Small Business Advocate to ensure that diverse suppliers who want to hear about these opportunities get the information they need. Department of General Services reports that bill AB 2019 is currently on the Governor's desk. One of the key provisions of the bill is Statewide Procurement and Contracting Disparity Study. In order for us to understand where the greatest need is, we need to understand where the greatest disparity exists in terms of statewide procurement. Goal is to increase opportunities for MBE, WBE, LGBTQ+ businesses as well as DVBEs. CPUC submitted report to State Legislature. As part of General Order 156, highlights outcomes of their rulemaking procedures. As of April 2022, one of the major changes was increasing [LGTBE procurement goal](#) from 0.5% - 1.5% over a three-year period. Additionally, will start collecting data on workforce and board diversity. This has not previously happened and we think that this new data call is based on the Insurance Diversity Task Force. Finally, there is a new business category that will be Disabled Owned Business Enterprises.

*Uzma Rahman, CDI* – Congratulated Task Force members Maria Salinas and Vikita Poindexter for being honored by the LA Times for being inspirational women. Thanked both of them for their thought leadership and expertise and that they live and breathe this work. Encouraged everyone to share these things so we can all congratulate and share the good things happening.

## **X. Past/Upcoming Events/Announcements - Updates & Discussion**

*Cecil Plummer, IDTF* – Construction Inclusion Week is the week of October 17 in both Northern and Southern California. Supplier Diversity day is specifically on Wednesday, 10/19. This is a nationwide diversity week. Almost all major general contractors in the state will be participating. Additionally, there is an insurer specific tech event on 10/5.

*Rebecca Aguilera-Gardiner, IDTF* – Veterans in Business Conference coming up on November 14 and 15<sup>th</sup> in San Diego. Plenty of networking, teambuilding, one on one business matchmaking, and a Veteran Business Marketplace reception.

## **XI. Public Comment: Public attendee open forum related to agenda items**

There were no items for public comment for current agenda items in person or via Zoom chat.

## **XII. Closing Remarks and/or Future Agenda Items**

*Mark Morales, IDTF* - Thanked everyone for joining the meeting today. Appreciates everyone's thoughtful comments and concerns. Very important to share the Save the Date and then the invitation to the Insurance Diversity summit.

## **XIII. Meeting Adjournment**

Motion to Adjourn: Rebecca Aguilera-Gardiner

Motion Seconded: Annalisa Barrett