



## DIVERSITY COUNCIL MISSION STATEMENT

*There are over 330 million people in the United States of America and everyone is diverse in their own way. At Carisk, we celebrate everyone's uniqueness.*

*Carisk Partners will be leaders by continuing to embrace the differences of its team members to expand its competitive edge; while promoting a diverse and inclusive environment through our commitment to education both internally and externally. We will leverage our unique capacity as change agents to strengthen our relationships with our Carisk team members, and with the communities and business partners we all serve.*

*Carisk Partners is proud of the diversity of its company's members, irrespective of genetic information, race, color, religion, age, sex, range of abilities, gender identity and expression, sexual orientation, marital status, national origin, or veteran's status.*

*We will strive to do well by doing good.*



*"I have always loved meeting new people from different backgrounds. It was always intriguing to me to hear someone else's "story". It is my strong belief that people and organizations make better decisions when they have diversity of thoughts. Each of us bring our life experiences into all we do. Everyone's life experiences generally created a perspective, whether consciously or unconsciously. Having a diverse workplace only strengthens the paths we choose to take."*

*–Joseph Berardo, Jr., Chief Executive Officer*



## Acknowledgments

Welcome to the fall edition of the Carisk Kaleidoscope. The Council wishes all parents, caretakers and guardians everywhere the best of luck and an uneventful school year. Cheers!!!

There are several changes, we have organized our topics in a table of contents, created an alcove to welcome our new team members and updated the mission statement. Bob and David added an introductory sentence in the statement that sets the tone and defines our commitment to the Council. The Talk, features a contribution from Diane; an article from CNN detailing demographic changes revealed by the 2020 Census. In addition, Michael provided Census information from a workers' compensation viewpoint and the ramifications in the industry. Health Awareness Corner presents an article from Caroline on health disparities in pain treatment; special thanks to Alana and David who reviewed and advised on the content of the article from both a medical and behavioral health perspective. A Day of Remembrance honors the 20th anniversary of 9/11. We also pay homage to the High Holy Days and Hispanic Heritage Month. Finally, Grace gave us a summary on the state of affairs that affect Latinas in the USA. As always a reference page has been included for your additional reading pleasure. We hope you enjoy our fall edition.

Thank you Council members for all of your collaborations which include our serious conversations, light hearted banter, comments and participation in both our Council and Committee meetings. Great job by all.

Anabel 

## Contents

Diversity.....	2
Members of the Diversity Council.....	3
Welcome Alcove.....	4
A Day of Remembrance.....	4
Health Awareness Corner.....	6
The Talk.....	8
Celebrating Our Uniqueness.....	11
Rosh Hashanah and Yom Kippur: The High Holy Days of the Jewish year.....	12
Hispanic Heritage Month.....	13
Latinas in the United States of America.....	14
Carisk Café.....	16
References.....	17



### Diversity

#### Unknown

Clouds in the sky have different shade-  
They glow in lights, either dim or fade!  
Suddenly new ones come and cloak the air,  
To renew our visions and make things fair!

Rainbows are born among the light and rain-  
To soothe viewer's eyes and remove all pain!  
Life bathes in motion to plant the new seeds,  
And waits for creatures with creative deeds!  
This goes on and on since the ancient days,  
And people just flock, like bright sun rays!

We know, color or creed works as a dam-  
To promote any progress, or create a jam!  
No one gains through the screeching halt,  
'Cause faith is taken with a grain of salt!  
But removal of notions may clear the way,  
And build the bridge that will never sway!

So, let us all now blend our ethnic voice,  
To kill any prejudice, or color of choice!  
Progress via Diversity: let it be the key-  
Around the globe, from heaven to sea!!!

## Members of the Diversity Council



### LEADER OF THE DIVERSITY COUNCIL

#### Anabel Rawlins

Provider Relations Specialist  
Miami, FL

*"We all should know that diversity makes for a rich tapestry, and we must understand that all the threads of the tapestry are equal in value no matter what their color." – Maya Angelou*



#### Sally Balioni

VP of Sales, CiC  
Wall, NJ

*"You cannot change what you are, only what you do."*



#### Cecilia Charles

Senior Provider Relations Coordinator  
Florham Park, NJ

*"Strength lies in differences, not in similarities"*



#### Caroline de Brito Gottlieb

Data and Product Manager  
NYC/Remote

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



#### Lori Height

Executive Sales Assistant  
Wall, NJ

*Promoting a community of acceptance and belonging*



#### Brian DeNichilo

System Administrator  
Florham Park, NJ

*"No one is born hating another person because of the color of his skin, or his background, or his religion. People must learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite."*

– Nelson Mandela



#### Marybeth Lombardino

Administrative Assistant  
Florham Park, NJ

*"The headlines you make in this life will be based on the differences you made in the lives of others"*



#### Sunita Mathur

Claim File Coordinator  
Florham Park, NJ

*"Our ability to reach unity in diversity will be the beauty and the test of our civilization"*  
–Mahatma Gandhi



#### Diane Nicolo

Director of Administration  
Remote

*"Every person is a new door to a different world"*



#### Robert Post

Vice President, Strategic Initiatives, Human Resources and Training | Florham Park, NJ

*"We have become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams." –Jimmy Carter*



#### Grace Roque

Special Projects Manager  
Miami, FL

*"Having the right attitude & mindset can literally change your life."*



#### Michael Rydman

Senior Vice President, Sales  
Benicia, California

*"All men are created equal"*  
–Thomas Jefferson, 1776



#### Allen Spokane

Chief Technology Officer  
Florham Park, NJ

*"Nobody Wins Unless Everybody Wins"*  
– Bruce Springsteen



#### David Vittoria

Senior Vice President,  
Clinical Business & Product Development  
Miami, FL

*"Our diversity is the one thing we all have in common."*



## Welcome Alcove

Carisk Partners welcomes our new team members who have joined us between June and September, 2021. We wish them good luck for a great and long term working association; all the best in their new positions.

Dr. Steven Walton, *Medical Director*

Elaine Kimmel, *Claim Assistant*

Emillie De Castro, *HR Executive Administrator and Office Manager*

Jennifer Weaver, *RN Care Coordinator*

Kaleigh France, *Clinical Research and Quality Nurse*

Karen Blas, *Help Desk Representative*

Laura Benavides, *Staff Accountant*

Maria Paez, *File Coordinator*

Miranda Nance, *RN Care Coordinator*

Monserrat Rodriguez, *HEDIS Care Coordinator*

Natalie Duchens, *RN Care Coordinator*

Nathalie Dunlop, *Call Center Agent*

Shelly Mayo, *Mailroom Coordinator*



## A Day of Remembrance

September 11, 2001, 8:46 AM EDT

*"Time is passing. Yet, for the United States of America, there will be no forgetting September the 11th. We will remember every rescuer who died in honor. We will remember every family that lives in grief. We will remember the fire and ash, the last phone calls, the funerals of the children."-President George W. Bush, November 11, 2001*

A Day of Remembrance on the 20th Anniversary of 9/11

I still remember what I was doing when I heard the news.

Never before that fateful day did I ever think that the Twin Towers would one day disappear from the NYC skyline.

Not only was I raised in NYC but for 2 years, the first things I saw when I exited the Brooklyn Bridge subway station on my way to Pace University were the Twin Towers. The most horrific image for me was when the 2nd plane carefully angled itself to attain the most catastrophic damage it possibly could, as it crashed into the 2nd (South) Tower. Let's remember that the South Tower collapsed earlier than the North Tower and within a much shorter time span. The North Tower was hit @ 8:46 AM by American Airlines Flight 11 and collapsed at 10:28 AM. The South Tower was hit @ 9:03 AM by United Airlines Flight 175 and collapsed at 9:59 AM. I've always wondered-How does a person wake up one morning and in what state of mind does he have to be in, to decide? OK today is the day that I will murder as many people as I can and die because I am going to hijack a plane and crash it into a tower.

## The Attack

During the September 11th attack, Nineteen men hijacked four fuel-loaded US commercial airplanes bound for west coast destinations. More than 80 countries lost citizens in the attacks. This act of terrorism was orchestrated by al Qaeda leader, Osama bin Laden.

A total of 2,977 people were killed in New York City, Washington, DC and outside of Shanksville, Pennsylvania. 19 hijackers committed murder-suicide, and more than 6,000 others were injured. The immediate deaths included 265 on the four planes (including the terrorists), 2,606 in the World Trade Center and the surrounding area, and 125 at the Pentagon.

Most of those who perished were civilians except for 343 members of the NYC Fire Department; 71 law enforcement officers who died in the World Trade Center and on the ground in New York City; another law enforcement officer who died when United Airlines Flight 93 crashed into a field near Shanksville, Pennsylvania, 55 military personnel who died at the Pentagon in Arlington County, Virginia; and the 19 terrorists who died on board the four aircrafts. Of the 2,977 people who died, 2,605 were U.S. citizens and 372 non-U.S. citizens (excluding the 19 perpetrators). The attacks remain the deadliest terrorist act in world history. *We must never forget that day.*

## American Airlines Flight 77 and United Airlines Flight 175

*“Every one of the eight child victims of the Sept. 11 terror attacks was, the most important person on Earth to somebody.”*

### Former President, George W. Bush

Former President Bush mentioned the funerals of the children. Yet we never speak about the 8 children that died that day during an extreme act of terrorism. The mere thought makes that day more disturbing, overwhelming and unbearable. The youngest was 2 and the oldest was 11. Five of the children were on American Airlines Flight 77 when it slammed into the Pentagon. Three of the children were on United Airlines Flight 175 when it collided into the South Tower.

These children were the pride and joy of their loved ones; but their years were cut short and they were not given the opportunity to live and reach their potential. Although we do not like to speak about the littlest victims, *the children must never be forgotten.*

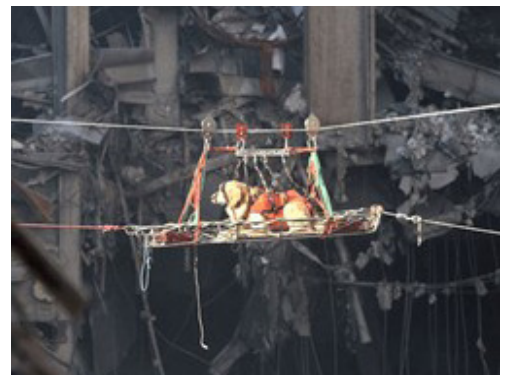
## K-9 Heroes of 9/11

When the World Trade Center collapsed on September 11, 2001, nearly 10,000 emergency rescue workers joined in the efforts to help. More than 300 of those heroes were dogs.

There was Salty, a Seeing Eye dog who guided his owner Omar Rivera from the 71st floor before the tower collapsed. K9 Sirius was the only dog that died on this mission. He was in K9 headquarters with his handler when the first plane struck the World Trade Center. His handler put him in his cage to investigate, and was unable to return before the South Tower collapsed. K9 Sirius' body was recovered on January 22, 2002. Sage's first real mission was to search through the Pentagon after the



National 9/11 Pentagon Memorial in Arlington



Riley, a golden retriever assisted in the 911 search and rescue effort. He was trained to find live people and was not trained to be a cadaver dog, however he helped to find several bodies of firefighters.



K9 Sirius and his handler





9/11 attacks. Amid the rubble, Sage sniffed out the body of the terrorist who had flown American Airlines Flight 77 into the building.

We remember and honor the Hero Dogs of 9/11 along with the countless people who had their lives irrevocably changed by man's best friend. From search and rescue dogs to comfort dogs to bomb detection dogs, these canine's stories of courage and healing are a long-lasting legacy that must never be forgotten.

*"Remember the hours after September 11th when we came together as one to answer the attack against our homeland. We drew strength when our firefighters ran*

*upstairs and risked their lives so that others might live; when rescuers rushed into smoke and fire at the Pentagon; when the men and women of Flight 93 sacrificed themselves to save our nation's Capitol; when flags were hanging from front porches all across America, and strangers became friends. It was the worst day we have ever seen, but it brought out the best in all of us."* – **Former Senator John Kerry**

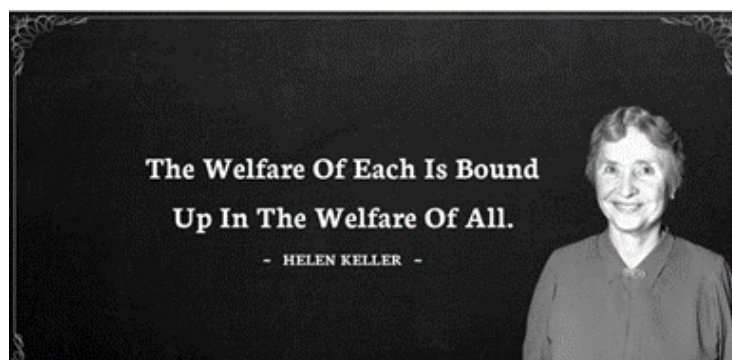
## Health Awareness Corner

### September is National Pain Awareness Month

#### Impact of Implicit and Structural Bias on Pain Treatment for Black Patients

An Integrated Article By **Caroline Gottlieb**

Pain is the most frequent reason for Americans to interact with the healthcare system, and affects more Americans than diabetes, heart disease, and cancer combined.<sup>1</sup> Chronic pain affects more than 1 in 5 US adults, and rates are increasing despite advancements in medicine.<sup>2,3</sup> Chronic pain is the number one cause for Americans to experience long term disability.<sup>4</sup>



At Carisk, we work with individuals experiencing both acute and chronic pain, ensuring that they have access to the quality care they need. Expanding access hinges on addressing a variety of factors such as transportation, financial access, broadband for telehealth, and access to an interpreter or language-appropriate provider for patients who do not speak English. Compounding conditions contribute to why marginalized communities are so often undertreated.

In the case of pain in particular, a patient's ability to access necessary treatment depends on the dissemination of subjective information from a patient to their healthcare provider. In turn, it is inextricably tied to the way in which that information is received by the provider in the full context of their own lived experience. Though assessments have been developed in an attempt to standardize symptom reporting, pain continues to be all consuming yet difficult to represent, experienced by people differently and expressed in a variety of deeply personal ways. While research is underway, there is currently no validated quantifiable biological marker of pain. Researcher Lisa Bouchard in her investigation into doctor-patient communication in pain medicine explains that pain is a "private experience made public," often unwillingly visually surfacing through facial and body gestures or hesitantly

1 NIH Fact Sheets - Pain Management Fact Sheet (n.d.). Retrieved September 12, 2021, from <https://www.ninr.nih.gov/sites/files/docs/painmanagementninr.pdf>

2 Yong RJ, Mullins PM, Bhattacharyya N. Prevalence of chronic pain among adults in the United States. Pain. Published online April 2, 2021. doi:10.1097/j.pain.0000000000002291

3 Zajacova A, Grol-Prokopczyk H, Zimmer Z. Pain Trends Among American Adults, 2002–2018: Patterns, Disparities, and Correlates. Demography. 2021;58(2):711-738. doi:10.1215/00703370-8977691

4 NIH Fact Sheets - Pain Management Fact Sheet (n.d.). Retrieved September 12, 2021, from <https://www.ninr.nih.gov/sites/files/docs/painmanagementninr.pdf>

vocalized through linguistic expression, despite its high physical impact on the patient's quality of life.<sup>5</sup> Particularly in the absence of visible disease manifestations, the burden is on the patient to prove the existence and severity of their pain. Healthcare professionals are dependent on patient testimony and subjective measures to diagnose and form a treatment plan; this creates the opportunity for bias to affect clinical decision making.

Too often, attached to any patient's personal experience with pain is their turbulent journey to explain that pain to others. Patients report not being believed, struggling to represent their experience in a way that will resonate with their doctors, caregivers, or loved ones. Patients find clinicians making judgements on both the content of what they are attempting to communicate and the language they are using to communicate it, as Dr. Elena Gonzalez-Polledo in her study of chronic pain expression writes: "sufferers are often recipients of testimonial injustice, particularly when met by prejudice or when their frames to communicate about illness are deemed irrelevant, time-consuming, emotional, insufficiently articulate, or unhelpful." As a result, communication barriers with doctors are reported as the most negative aspect chronic pain patients have in clinical settings.<sup>6</sup>

Patients experiencing pain often find themselves operating at the intersection of multiple obstacles: the inherent difficulty to represent and understand their own pain, their ability to express, verbalize, and communicate that pain to others, and the complex environments that have layered the reception of their pain with multiple biases of race, ethnicity, gender, sexuality, language, disability, and socioeconomic status. These factors become even more poignant in the way in which they mitigate pain treatment in a data-driven clinical context where language, in particular metaphorical language, is often not seriously considered as proof of physiological existence.<sup>7</sup> For individuals with multiple marginalized identities, the disparity can be even greater.

Specifically, Black patients have navigated a healthcare system that is engrained historically and currently in systemic obstacles that cause disparities in healthcare delivery, in the backdrop of disparities in healthcare access. Pain communication, assessment, and management are all impacted by implicit and explicit racism in the clinical setting, often leading to further disparities in access and delivery to patients in pain. In a meta-analysis and systematic review of 20 years' worth of data, Black patients were 22% less likely to receive any pain medication than white patients with similar pain conditions, and 29% less likely to receive treatment with opioids. This disparity was greater for conditions that do not have a clear physical cause, like migraines and back pain.<sup>8</sup> Another study demonstrates significant differences in medication treatment for opioid use disorder based on Medicaid data across 11 states, with Black patients less likely to be treated than white patients.<sup>9</sup> Disparities have consistently been found within individual health systems, with 91% of health systems providing a higher mean annual dose of opioids to white patients compared to Black patients (in 75% of systems, the difference was at least 15%).<sup>10</sup> A 2015 study evaluated analgesic administration among children in emergency departments with appendicitis, finding that Black children were significantly less likely to receive pain medication compared to white children with equivalent reported pain levels, even when they described their pain as severe.<sup>11</sup>

Disparities in pain assessment and management can be directly traced to held beliefs in the clinical workforce.<sup>12</sup> According to a 2016 study, half of surveyed medical students and residents believe that Black people are less susceptible to pain than white people, and attributed those beliefs to long perpetuated racialized myths such as Black patients having thicker skin or fewer nerve endings. Those individuals were also more likely to underrate the intensity of Black patients' pain compared to an otherwise identical white patient and less likely to recommend treatment for Black patients' pain.<sup>13</sup>

5 Bouchard, L (2013). "Using a Linguistic Approach in Pain Medicine: Advances in Doctor-Patient Communication." *The Journal of Pain*, vol. 14, no. 4, doi:10.1016/j.jpain.2013.01.036.

6 Gonzalez-Polledo, Elena. *Chronic Media Worlds: Social Media and the Problem of Pain Communication on Tumblr*. Social Media Society. 2016; vol. 2, no. 1, p. 205630511662888., doi:10.1177/2056305116628887.

7 Gonzalez-Polledo, 2016.

8 Meghani SH, Byun E, Gallagher RM. Time to take stock: a meta-analysis and systematic review of analgesic treatment disparities for pain in the United States. *Pain Medicine*. 2012 Feb;13(2):150-74. doi:10.1111/j.1526-4637.2011.01310.x.

9 The Medicaid Outcomes Distributed Research Network (MODRN). Use of Medications for Treatment of Opioid Use Disorder Among US Medicaid Enrollees in 11 States, 2014-2018. *JAMA*. 2021;326(2):154-164. doi:10.1001/jama.2021.7374

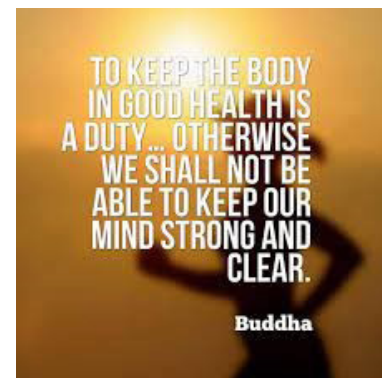
10 Morden NE, Chyn D, Wood A, Meara E. Racial Inequality in Prescription Opioid Receipt - Role of Individual Health Systems. *N Engl J Med*. 2021;385(4):342-351. doi:10.1056/NEJMsa2034159


11 Goyal MK, Kuppermann N, Cleary SD, Teach SJ, Chamberlain JM. Racial Disparities in Pain Management of Children With Appendicitis in Emergency Departments. *JAMA Pediatr*. 2015;169(11):996-1002. doi:10.1001/jamapediatrics.2015.1915

12 Sabin JA, Greenwald AG. The influence of implicit bias on treatment recommendations for 4 common pediatric conditions: pain, urinary tract infection, attention deficit hyperactivity disorder, and asthma. *Am J Public Health*. 2012;102(5):988-995. doi:10.2105/AJPH.2011.300621

13 Hoffman KM, Trawalter S, Axt JR, Oliver MN. Racial bias in pain assessment and treatment recommendations, and false beliefs about biological differences between blacks and

Structural disparities in access, compounded with lack of trust, can force Black patients to experience the brunt of decreased stability and continuity in medical care, which is in turn viewed as a marker of lower trustworthiness by the healthcare system. This detrimental cycle became apparent in risk score algorithms that flag patients who see multiple doctors and fill prescriptions at multiple pharmacies as more likely to be drug-seeking. As Seton Hall Law professor Jennifer D. Oliva found, “A platform that enhances patient risk scores based on the sheer number of a patient’s prescribers and dispensers is also likely to discriminate against patients that providers deem ‘untrustworthy’ and are most likely to stop treating: Black patients, women, and individuals with complex, chronic comorbidities.”<sup>14</sup> Additionally, Black patients are more likely to live in neighborhoods where pharmacies don’t stock an adequate supply of opioids.<sup>15</sup> As our industry turns to data analytics and AI, we must take the time to ask what biases are encoded into our algorithms and datasets. What symptoms don’t get taken seriously enough to be written in a doctor’s note or as a diagnostic code on a claim form? Are we reaching patients who never receive a diagnosis, whose pain testimony is dismissed or flagged as drug-seeking behavior or hysteria?



Holistic care includes a meaningful recognition of the complex context in which our patients are navigating their health journey. Mitigating these disparities requires a willingness to change the status quo, and consistent self-assessment and self-critique on how our decisions are being shaped by our biases. Carisk leads in our whole-person approach, demonstrating that understanding the entirety of a patient’s experience is critical for improved outcomes, injury recovery, and quality of life. Our company has continuously situated itself at the forefront of industry innovation: in an optimal position, given our forward-thinking mission, to center patient experiences. 

whites. Proc Natl Acad Sci U S A. 2016 Apr 19;113(16):4296-301. doi: 10.1073/pnas.1516047113.

14 Oliva, Jennifer. Dosing Discrimination: Regulating PDMP Risk Scores (January 18, 2021). 110 California Law Review (forthcoming 2022), <https://ssrn.com/abstract=3768774>

15 Morrison RS, Wallenstein S, Natale DK, Senzel RS, Huang L-L. “We Don’t Carry That” — Failure of Pharmacies in Predominantly Nonwhite Neighborhoods to Stock Opioid Analgesics. New England Journal of Medicine. 2000;342(14):1023-1026. doi:10.1056/NEJM200004063421406

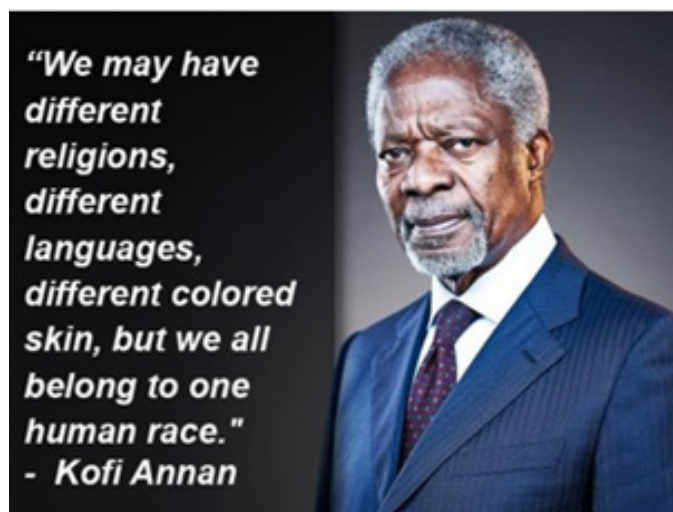
## The Talk

Featuring topics on Diversity, Equality and Inclusion which trigger thought and conversation

**Census release shows America is more diverse and more multiracial than ever**

By Janie Boschma, Daniel Wolfe, Priya Krishnakumar, Christopher Hickey, Meghna Maharishi, Renée Rigdon, John Keefe and David Wright, CNN

Updated 8:36 PM ET, Thu August 12, 2021



Former Secretary General of the United Nations

(CNN) [The United States is more diverse](#) and more multiracial than ever before, according to new 2020 Census data released on Thursday.

“Our analysis of the 2020 Census results show that the US population is much more multiracial, and more racially and ethnically diverse than what we measured in the past,” said Nicholas Jones, the director and senior advisor of race and ethnic research and outreach in the US Census Bureau’s population division.

People of color represented 43% of the total US population in 2020, up from 34% in 2010.

The non-Hispanic White share of the US population fell to 57% in 2020, shrinking by six percentage points since 2010, the largest decrease of any race



or ethnicity. The share of those who identified as Hispanic or Latino or as multiracial grew the most.

The United States aged overall since 2010 and the population younger than 18 became more diverse.

The adult population in the United States has grown from 237 million to 261 million during the last 10 years. The share of the adult-aged population has increased slightly, from 76% in 2010 to 78% in 2020.

While the under-18 population decreased during the last decade, it is rapidly diversifying. Non-White US residents younger than 18 now make up 53% of the population among minors, up from 47% in 2010.

Non-Hispanic White Americans continue to be the most prevalent group in every state, except for in California, Hawaii and New Mexico, as well as in the District of Columbia and Puerto Rico.

There are now seven states and territories — California, New Mexico, Nevada, Texas, Maryland, Hawaii and Puerto Rico — where the non-Hispanic White share of the population is below 50%.

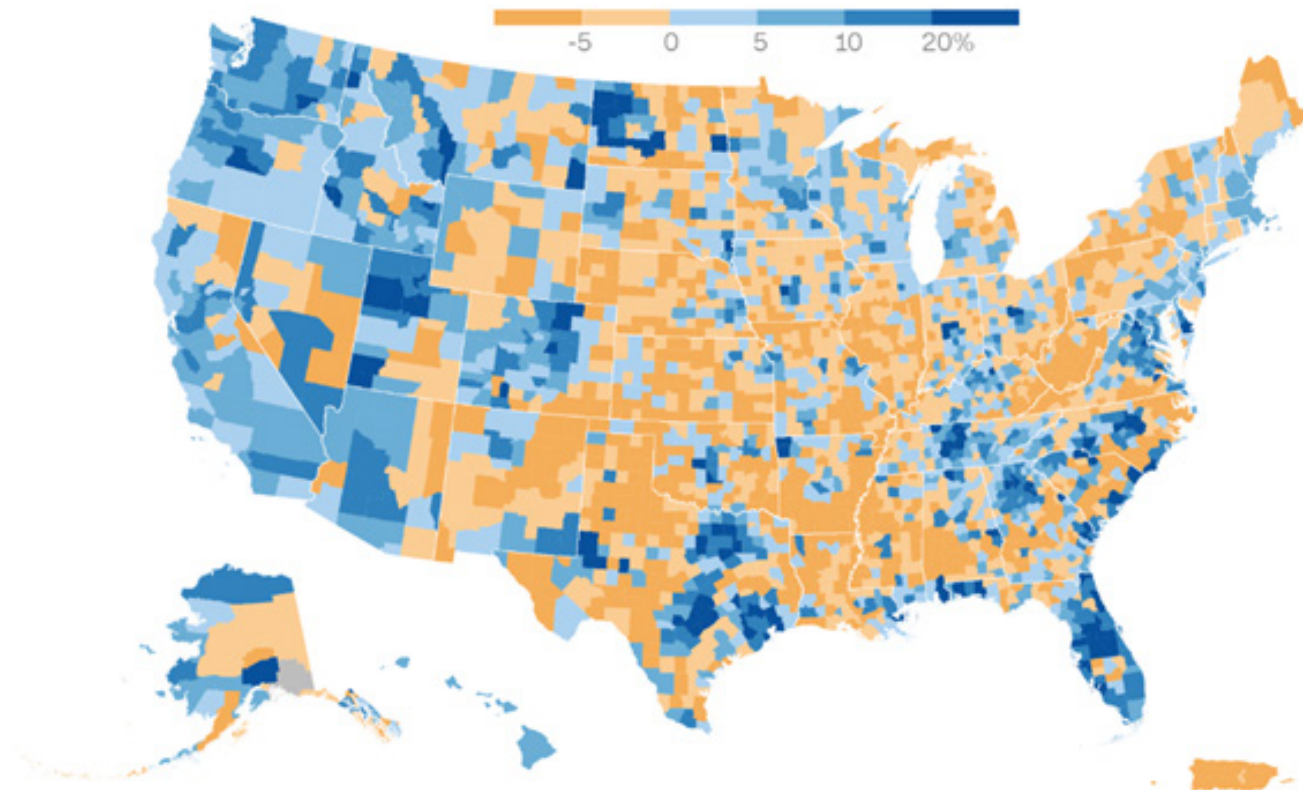
In California, the Hispanic or Latino population officially became the largest racial or ethnic group

in the state for the first time. The Hispanic or Latino community now represents 39.4% of Californians, an increase from 37.6% in 2010. The non-Hispanic White population in California was 34.7% in 2020.

The Census retooled their survey for 2020 to ask American residents more detailed questions about how they identify their race and ethnicity. The Census Bureau reported that these and other technical changes “enable a more thorough and accurate depiction of how people self-identify.”

The Census Bureau said comparisons on race and ethnicity between 2010 and 2020 should be “made with caution,” though they are “confident that the changes we are seeing from 2010 to 2020 in the diversity measures ... likely reflect actual demographic changes in the population over the past 10 years, as well as improvements to the question designs, data processing and coding.”

Almost all of the nation’s population growth was in its cities. More than half of all counties saw their population decline since 2010. The largest county population increase was in McKenzie County, ND, which grew by more than 130% since 2010.



Graphic: Renée Rigdon, CNN

“Population growth this decade was almost entirely in metro areas,” said Marc Perry, a senior demographer at the Census Bureau. “Texas is a good example of this, where parts of the Houston, San Antonio, Austin, Dallas Fort Worth, Midland and Odessa metro areas had population growth, whereas many of the state’s other counties had population declines.”

Cities have grown faster than the nation as a whole. Population in metro areas grew by 8.7% since 2010. The US population grew from roughly 308.7 million in 2010 to 331.4 million, a 7.35% increase. That is the slowest population growth since 1930-1940 — the decade of the Great Depression.

The Census Bureau’s decennial count was released on Thursday, August 21 after being [delayed several months](#) due to the Covid-19 pandemic. The data includes detailed demographic breakdowns of everyone living in the United States as of April 1, 2020, down to the neighborhood level.

The delayed release kicks off the [rush for states to redraw their political boundaries](#) ahead of the 2022 midterm elections. All 50 states will use the new data to adjust their congressional and state legislature district lines to reflect the updated count of their residents.

[Partial Census data released in April](#) indicated that 13 states would gain or lose seats in the US House of Representatives based on their state’s population change from the 2010 Census. Those states will redraw their boundaries to reflect those seat changes as well.

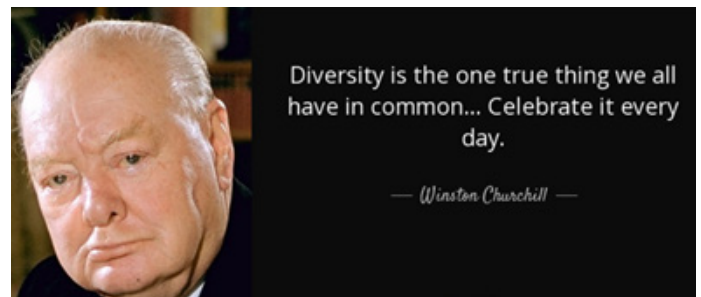
The new population counts will also help policymakers [distribute more than \\$675 billion each year](#) in federal funding among state and local governments.

In addition to this CNN article, Michael Rydman shared additional Census data relevant to our changing demographics. There are approximately 19 million Limited English Proficient (LEP) workers in the US, which is nearly 1 in 10 working-age adults according to the most recent Census. In the workers’ compensation industry, the demand for language services has grown during the pandemic and is not slowing down with the current questions surrounding vaccine efficacy and the uncertainties presented by the Delta variant.

It is without question that with increased racial and cultural diversity comes significant language barriers. I can definitely attest to the language obstacles. Almost on a weekly basis, I receive requests to source for a bilingual (typically English-Spanish) provider. These requests are not just coming from states like California, Texas or Florida, where it would be expected, but recently I have received requests for injured workers from Colorado, North Carolina and Utah.

When an injured worker with limited English proficiency does not fully understand the workers’ compensation process, healthcare instructions, and the climate of COVID-19, they are likely to feel fear and anxiety. This confusion, fear, and anxiety may lead to poor claim outcomes due to added challenges like missed appointments, lack of medical treatment compliance, and/or lack of motivation. Too often, we see injured workers in these situations seeking legal counsel which may lead to unnecessary and costly litigation.

In conclusion, the latest census report will not only affect policy and disbursement of federal funds but also demonstrate the importance and the impact of providing quality communication for the employee population with limited English proficiency. 🌐



Winston Churchill-Former Prime Minister of the United Kingdom

## Celebrating Our Uniqueness



Tom Robbins, American Novelist

**July 18—Nelson Mandela International Day** (or Mandela Day) is an annual international day in honour of Nelson Mandela, celebrated each year on his birthday. It's a global call to action that celebrates the idea that each individual has the power to transform the world, the ability to make an impact. The day was officially declared by the United Nations in November 2009, with the first UN Mandela Day held on 18 July 2010.

**August 9—International Day of the World's Indigenous People** – Seeks to protect and promote the rights, culture, and land of indigenous people. Indigenous peoples, descendants of pre-colonial times, have a strong tie to their lands and often suffer from marginalization as a minority group. Despite marginalization, Indigenous People account for about 6% of the world's population and 90% of its cultural diversity.

**August 9—Islamic New Year** – Commemorates Muhammad's migration from Mecca to Medina. This migration was to escape the oppression and violence that the non-Muslim Quraish, the predominant tribe of Mecca, had been inflicting on him and his companions. He escaped to Medina on camel with his best friend, Abu Bakr. In Medina, Saudi Arabia, they were allowed to recover and grow spiritually and as a community.

**August 21—Senior Citizen's Day** – Aims to honor and support our elders. Senior Citizens play an important role in our society as they help us understand the past while teaching us life lessons for the future. Seniors are valued due to their achievements, knowledge, and contributions to society.

**August 22—International Day Commemorating the Victims of Acts of Violence Based on Religion or Belief History** – This observance defends freedom of religion, opinion, belief, and the right of expression. Acts of violence discriminating religion or opinion occur daily around the world. The United Nations aims to raise awareness and encourage organizations and communities to promote events to defend the cause.

**August 26—Women's Equality Day** – encourages and promotes equal rights and opportunities for women. This observance also commemorates the Nineteenth Amendment of the US Constitution. It prohibits denying the right to vote according to gender.

**September 6-8—Rosh Hashanah** – Rosh Hashanah is the Jewish New Year. Rosh Hashanah literally translates to the Head of the Year. It is a two-day festival. Jews start Rosh Hashanah festivals with lighting of the candles and synagogue prayers.

**September 15-16—Yom Kippur** – (Day of Atonement) is the last day to atone our sins of the Ten Days of Repentance, which start on the New Year (Rosh Hashanah). Jews seek to 'purify their souls' on this day, by abstaining from common pleasures. Yom Kippur is celebrated by most Jewish denominations. It is a fast day from the eve until the next day at nightfall. No food or drink is permissible.

**September 15—October 15 – National Hispanic Heritage Month** recognizes the achievements and contributions of Hispanic American champions who have inspired others to achieve success. 🌐

**"We are all different, which is great because we are all unique. Without diversity life would be very boring."**

**Catherine Pulsifer**

**"A lot of different flowers make a bouquet."**

**Muslim Origin**







## Rosh Hashanah and Yom Kippur: The High Holy Days of the Jewish year

**Yamim Nora'im (Days of Awe) or High Holy Days**

**September 6-8 & 15-16, 2021**

### WHAT ARE THE HIGH HOLY DAYS?

If the year is a train, the High Holidays (AKA High Holy Days) are its engine. A delicate blend of joy and solemnity, feasting and fasting, prayer and inspiration make up the spiritually charged head of the Jewish year.

The High Holiday season begins during the month of Elul, when the shofar is sounded every weekday morning, a clarion call to return to God in advance of the sacred days that lay ahead.

### *Happy Rosh Hashanah*



### SEPTEMBER 6-8, 2021

"Rosh Hashanah is the Creation of the World. It is a time to recreate ourselves by recognizing our faults, repenting and asking forgiveness from others for our sins, all leading to atonement, granted by God for our actions."

**Rabbi Marc Rubenstein**

The two-day holiday of Rosh Hashanah is the head of the Jewish year, the time when God reinvests Himself in creation as we crown Him king of the universe through prayer, shofar blasts, and celebration.


### SEPTEMBER 15-16, 2021

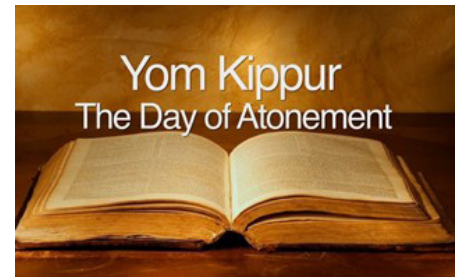
"Yom Kippur is the idea that we get a second chance before God forgives us for the mistakes that we've made and we all get a second chance in life."

**Rabbi Shmuel Herzfeld**

A week later, the High Holidays reach their crescendo with Yom Kippur (the Day of Atonement). It is the holiest day of the Jewish year. It concludes the 10 Days of Awe. The day is devoted to repentance for sins that were committed during the previous year. Like angels, there is neither food nor drink for 25 hours. Dressed in white, there are prayers in the synagogue—united as one people, children of One Father.

But it does not end there. The otherworldliness of the High Holidays is then channeled into the festive holidays of Sukkot and Simchat Torah. Sukkot (September 21-29, 2021) is an especially joyous holiday which celebrates the close relationship the Jewish people had with God in the desert, when they were sheltered beneath God's Clouds of Glory. The connection is stronger, after the cleansing and re-bonding with God of the High Holidays.

Sukkot is also the time when the crops were gathered from the fields in ancient Israel. God was thanked for the material blessings of the past year and prayers for rain for the coming year were recited. Sukkot culminates with Simchat Torah, in which there is dance and celebration for the completion of the yearly reading of the Torah; which bring the annual fall holiday season to a most joyous conclusion. 



# Hispanic Heritage Month

September 15-October 15, 2021

**"If you have a chance to accomplish something that will make things better for people coming behind you, and you don't do it then you are wasting your time on earth."**

**Roberto Clemente-Former Professional Baseball Player**

National Hispanic Heritage Month begins on September 15 because it coincides with the national independence days for many Latin American countries, including Guatemala, El Salvador, Honduras, Nicaragua, and Costa Rica. Mexico's national independence day follows on the 16th, while Chile's occurs on the 18th, and Belize's is on the 21st. It traditionally honors the cultures and contributions of both Hispanic and Latino Americans as we celebrate the heritage rooted in all Latin American countries.

We are using this opportunity to highlight not only Hispanic and Latino American trailblazers who have shaped the rich history of this country but also pioneers from Panama and Ecuador; further illustrating the diversity within the Hispanic and Latino communities.



Cesar Chavez

**Cesar Chavez** (born **Cesario Estrada Chavez** March 31, 1927 – April 23, 1993) Born in [Yuma, Arizona](#) to a [Mexican American](#) family was a labor leader and civil rights activist who dedicated his life's work to what he called *la causa* (the cause): the struggle of farm workers in the United States to improve their working and living conditions through organizing and negotiating contracts with their employers. He co-founded the National Farm Workers Association (NFWA). In 1994 he was posthumously awarded the Presidential Medal of Freedom, the nation's highest civilian award.

18 seasons in Major League Baseball (MLB) for the [Pittsburgh Pirates](#). After his early death, he was posthumously inducted into the [National Baseball Hall of Fame](#) in 1973, becoming both the first Caribbean and the first Latino-American player to be enshrined. On December 31, 1972, he died in a [plane crash](#) at the age of 38 while traveling to deliver aid to earthquake victims in [Nicaragua](#). Because he died at a young age and had such a stellar career, the Hall of Fame changed its rules of eligibility.



Roberto Enrique Clemente



Graciela Dixon

**Graciela Dixon** is a former Chief Justice of the Corte Suprema de Justicia de Panamá (Supreme Court of Panama). She was born in Colon, **Panama**. She is widely considered to be the first woman of African descent to hold that position. Supreme Court magistrates in Panama serve fixed 10-year terms and elected, from among their peers. The Chief Justice, serves for one two-year term. Prior to becoming a Supreme Court justice, Dixon spent 22 years in private legal practice. She is a graduate of the [University of Panama](#) and the [Universidad Católica Santa María La Antigua](#).

**Rene Echevarria** is a **Cuban-American** screenwriter and producer. In 1989, while working as a waiter in New York, he wrote his first script for [Star Trek: The Next Generation](#), "[The Offspring](#)". He became a regular writer for the show, as well as for [Star Trek: Deep Space Nine](#). He has earned a Humanitas nomination, a

Peabody nomination, two Hugo nominations, and a NASA Vision award for Best Depiction of Humanity's Future in Space. In 2019 he co-produced the fantasy series Carnival Row for Amazon Prime Video.




Rene Echevarria



Antonia Coello Novello, M.D.

**Antonia Coello Novello, M.D.**, is a **Puerto Rican** physician and public health administrator. She was a [vice admiral](#) in the [Public Health Service Commissioned Corps](#) and served as 14th [Surgeon General of the United States](#) from 1990 to 1993. During her tenure as Surgeon General, Novello focused her attention on the health of women, children and minorities, as well as on underage drinking, [smoking](#), and AIDS. Novello was the first woman and first Hispanic to serve as Surgeon General. Novello also served as [Commissioner of Health for the State of New York](#) from 1999 to 2006.

**Nina Pacari** (born Maria Estela Vega Conejo) is a Kichwa (Quichua) indigenous leader, lawyer, and politician in **Ecuador**. Nina Pacari studied [jurisprudence](#) at the [Central University of Ecuador](#) in [Quito](#), where she got to know other indigenous students and began to fight for indigenous rights and the defense of the [Kichwa](#) language. She is the first indigenous woman elected to the Ecuadorian parliament (in 1997), became its first indigenous vice president in 1998, and in 2007, was elected to the country's Supreme Court. 



Nina Pacari



"I want to be able to look back someday and say I did make a difference. Whether it was to open the minds of people to think that a woman can do a good job or whether it's the fact that so many kids out there can think that they can be like me."

**Antonia Coello-Novello, MD-Former United States Surgeon General**

## Latinas in the United States of America

*A summary of Latinas in the USA-By **Grace RoQue***

The Latino population has grown rapidly since the 1970s, reaching 60.4 million people in 2019; with just under 30 million Latinas in the United States which account for 18.1% of all women in the country. More than 50% of Latinas are second, third and fourth generation Americans. The vast majority of Latinas in the U.S. are composed of the following nationalities:

- Mexican (62%)
- Puerto Rican (8.7%)
- Cuban (4.1%)
- Central American (8.9%)
- South American (6.8%)
- Other Latina origin (9.5%)

Over the years more Latinas have continued to transition from household caregivers into the workforce. According to the Center for Economic and Policy Research (CEPR) the most common industry for Latinas is the food industry, followed by Elementary and Secondary Schools.



Associate Justice of the Supreme Court of the United States

Don't let fear stop you. Don't give up because you are paralyzed by insecurity or overwhelmed by the odds, because in giving up, you give up hope. Understand that failure is a process in life, that only in trying can you enrich yourself and have the possibility of moving forward. The greatest obstacle in life is fear and giving up because of it.

— Sonia Sotomayor —



## EDUCATION

Latinas with a bachelor's or graduate degree grew 70% over the past two decades — from 17% of Latinas in 2000 to 30% percent in 2017. This growth rate outpaced both Latino males (56%) and non-Latina females (35%). The graduation rate for Latinas improved faster than it has for women in any other racial or ethnic group.

Between 2000 and 2019, the proportion of Latinas aged 25 years and older who had earned a high school diploma or higher increased by 26.6%.

Between 2000 and 2019, the proportion of Latinas aged 25 years and older who had earned a bachelor's degree or higher nearly doubled.

In 2019, over 1.1 million Latinas (5.7%) held advanced degrees.

## HEALTH CARE

Latinas are more likely than the general population to lack access to healthcare providers and are prone to health issues such as obesity, diabetes, cervical and breast cancer. It is expected that one in two Latinos will develop diabetes over their lifetime. Since March 23, 2010, the Affordable Care Act and the Medicaid expansion state programs allowed more than 375,000 Latinas from 19 to 25 to have health insurance and narrowed the gap in uninsured rates. This has resulted considerably in having more access to healthcare providers that have positively impacted their health and quality of life.

## REPRODUCTIVE RIGHTS

Over the past few decades more Latinas have been heavily involved with community based building, and reproductive rights advocacy. Their goal is to transform the narratives that misrepresent the Latin community and replace them with stories of strength and power. Clinics and community centers that provide services to Latinas provide low cost or free medical services to both documented and undocumented women as well as family planning and birth control access. It is important to emphasize that these services are often not affordable to uninsured Latinas.

The National Campaign and other groups have pointed out that there has been a historic drop in teen pregnancies, particularly among Latinas; the pregnancy rate among Latina teens decreased 56% between 1990 and 2011. However, 1-in-3 Latinas got pregnant before age 20, about 1½ times more than the national rate.

## POLITICAL LEADERSHIP

Latinas living in the United States are becoming more involved with their communities over issues they feel passionate about, and as a result, are transforming their culture as well as the next generation of Latinas.

Did you know that presently, the United States has (1) Latina US Senator and (13) Latinas serving in the House of Representatives from both political parties?

Finally, it is estimated that 27% of all women in the United States will be Latinas by 2060. It is important to note that with the future growth of Latinas in the United States, Latinas will be able to fill critical jobs that will preserve America's global competitiveness. 🌐



Multiple Grammy Awards Singer

When opportunity presents itself  
grab it. Hold on tight and don't let  
go.

— Celia Cruz —

## Carisk Café

**"All these, however were mere terrors of the night, phantoms of the mind that walk in darkness"**  
**Washington Irving-Author, Legend of Sleepy Hollow**

It was a dark stormy night and Ichabod was scared for his life because the headless horseman was running right behind him. He knew that if his horse could just run a little faster he could make it to the safety of the Carisk Café. All he wanted were the secret recipes for Halloween. He tried to bang on the door but Cujo was in a bad mood and kept growling and foaming at the mouth. Finally Bram who never wakes up before midnight was awakened by all of the commotion and roared "EDGAR-EDGAR OPEN THE DOOR!!! But sometimes all Edgar could hear was the beating of the tell-tale heart. Finally he heard Bram and opened the door. Ichabod was safe but everyone was panicking because they didn't know where the recipes were.

Frankie heard the disturbance, came up from his lab and asked, "Why are all of you in such a tizzy? I've got this." Frankie hopped on his modified hoverboard and went SE on the House of Usher Causeway. When he reached his beloved-award winning alligator and python sanctuary, he went straight to his secret vault and pulled out the recipes. Ichabod was so happy that he decided to hand feed Cujo a homemade treat but Stephen said "that's not a good idea, Cujo is an extremely picky eater and when he wants a treat, he knows exactly how to get one". Ichabod was a little disappointed and decided to just concentrate on preparing the Monster Bash for the patrons of the Carisk Café.

### RECIPES CAN BE FOUND HERE:

Sharepoint > HR Central > Recipes of the Carisk Café > [Monster Bash](#)



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