Annual Report

Columbia University Irving Medical Center
Office of Human Resources

2025–2026







COLUMBIA | COLUMBIA UNIVERSITY IRVING MEDICAL CENTER
HUMAN RESOURCES

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CUIMC HR Mission and Values

CUIMC HR Core Values

The Columbia University Irving Medical Center Human Resources team is committed to delivering high-quality services, building strategic partnerships, and offering collaborative solutions that help our employees succeed. We foster a positive employee experience by aligning our efforts with colleagues' needs, empowering them to thrive, and working each day to energize and strengthen our campus community.

CUIMC HR Core Values

Teamwork: Increase collaboration with administrative leadership and departmental HR partners to deliver the full spectrum of HR services to CUIMC

Champion Employee Experience: Create and support programs to identify, develop, and grow future leaders

Promote Integrity and Transparency: Provide the tools, information, and counsel required to keep CUIMC in compliance with applicable employment, privacy, security, tax, and labor laws

Strive for Excellence: Foster a culture of continuous improvement, innovation, and operational excellence across CUIMC HR services by embracing emerging technologies, making data-informed decisions, and leveraging artificial intelligence responsibly to enhance service delivery and employee experience



Introduction from Neil McClure, Chief HR Officer



Welcome to the annual report from the Office of Human Resources at Columbia University Irving Medical Center.

This past year was defined not by large-scale transformation but by the continued importance of consistency, responsiveness, and strong partnership. In a complex and evolving environment, our role remained clear: to support our workforce, guide our leaders, and ensure that our organization continues to operate effectively and in alignment with University priorities.

Throughout the year, CUIMC Human Resources served as a steady and trusted partner to departments across the medical center. We provided ongoing support to employees and managers, helped navigate workplace challenges, and ensured compliance with policies and regulations. Our team remained focused on delivering high-quality service while strengthening relationships and maintaining operational continuity.

We also continued our commitment to employee well-being, engagement, and development. Through ongoing programs and initiatives, we worked to support a positive and inclusive workplace where individuals feel valued and equipped to succeed.

At CUIMC, our people are our greatest strength. Every day, we are focused on supporting our employees and helping to create an environment where they can thrive.

We look forward to building on this work in the year ahead and continuing to serve as a strategic partner to our community.

Sincerely,



Neil McClure
Chief Human Resources Officer
Columbia University Irving Medical Center

Delivering Stability in a Complex Year

The past year continued to present a complex and evolving environment across higher education and academic medicine. In this landscape, CUIMC Human Resources played a critical role in providing the stability, expertise, and strategic partnership needed to support our workforce and advance the medical center's mission.

Our commitment was to strengthen the foundation that enables CUIMC to operate effectively, ensuring leaders and departments had the guidance, resources, and expertise needed to navigate day-to-day challenges while staying focused on their broader priorities.

As a centralized HR organization, CUIMC Human Resources serves as a strategic resource to schools, departments, and senior leadership across the medical center. Our team brings together expertise across employee relations, labor relations, talent, compensation, performance management, employee engagement, well-being, compliance, and HR operations. This breadth allows us to address immediate workforce needs while also helping leaders make thoughtful, informed decisions that support the long-term health of their organizations.

Throughout the year, our team:

- **Provided ongoing guidance to managers and staff navigating evolving workplace needs**
- **Supported departments in maintaining operational continuity**
- **Ensured compliance with University and regulatory requirements**
- **Strengthened communication and collaboration across schools and administrative units**





Introduction to Each Team

Senior HR Business Partners

The HR Business Partner team at Columbia University Irving Medical Center serves as a strategic partner to leadership, aligning workforce strategies with institutional priorities. We provide expert guidance and hands-on support across all aspects of the employee lifecycle, helping departments operate effectively and fostering a positive, compliant work environment.

Our work spans four core areas:

- **Strategic Advisory:** Partnering with senior leadership on workforce planning, organizational design, and change management to support evolving business needs.
- **Employee Relations & Compliance:** Advising on complex employee matters, ensuring alignment with University policies, labor agreements, and regulatory requirements while mitigating risk.
- **Talent & Performance Management:** Supporting recruitment, performance management, and employee development to strengthen leadership capability and drive organizational effectiveness.
- **Engagement & Culture:** Promoting a positive employee experience through engagement initiatives, well-being efforts.

Human Resources Operations

The HR Operations team at Columbia University Irving Medical Center serves as the operational backbone of Human Resources, ensuring that core HR processes are executed efficiently, accurately, and in compliance with University policies and regulatory requirements.

Our team manages the systems, processes, and transactional workflows that support the employee lifecycle while continuously improving the delivery of HR services across the organization.



Labor Relations

The Labor Relations function at Columbia University Irving Medical Center plays a critical role in fostering a stable, compliant, and collaborative work environment by managing relationships between the University and its unionized workforce.

Serving as both a strategic advisor and subject matter resource, Labor Relations partners with leadership, HR Business Partners, and departmental managers to navigate the complexities of collective bargaining agreements, labor-related matters, and workplace concerns. Through thoughtful guidance, consistent application of labor agreements, and collaborative problem-solving, Labor Relations helps strengthen labor-management relationships and promote stability across the medical center.



Office of Engagement, Retention, and Growth

The Office of Engagement, Retention, and Growth (ERG), in partnership with CUIMC's 12 Employee Resource Groups (ERGs), advances a culture where all employees feel valued, supported, and connected. Together, these employee-led communities foster engagement, strengthen relationships, and create opportunities for employees to connect through shared experiences, professional development, cultural awareness, and community building. CUIMC's 12 Employee Resource Groups include the African, Black, and Caribbean (ABC), Asian and Pacific Islander (API), CUIMC Women, CUIMC Women in STEM (WIS), Disability, Islamic Cultural, Jewish Cultural, LatinX, Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+), Southwest Asian and North African (SWANA), Parents & Caregivers, and Veterans groups.

Through campus-wide programming, employee-led initiatives, cultural celebrations, educational events, and professional development opportunities, the Office of Engagement, Retention, and Growth and the ERGs create meaningful opportunities for employees to build connections, share perspectives, and strengthen a sense of community across CUIMC.

By collaborating closely with leadership, Human Resources, and departmental partners, the Office of Engagement, Retention, and Growth integrates engagement and belonging into the employee experience and organizational priorities. These efforts support a stable, respectful, and connected workplace while helping employees build meaningful relationships and thrive throughout their careers at CUIMC.

Learn more at: **cuimc.columbia.edu/about-us/inclusion-belonging-cuimc/staff/cuimc-employee-resource-groups-ergs**

College of Dental Medicine Human Resources

The College of Dental Medicine Human Resources team serves as a trusted partner to faculty, staff, and leadership, supporting the college's academic, clinical, research, and administrative missions. The team helps ensure that the College of Dental Medicine attracts, develops, and retains a talented workforce capable of advancing excellence in education, research, patient care, and community service.

Following the integration of the College of Dental Medicine Human Resources team into CUIMC Human Resources, FY26 focused on strengthening collaboration, enhancing operational consistency, and expanding access to resources and expertise. By combining the specialized knowledge of the Dental HR team with the broader capabilities of CUIMC Human Resources, we have created a more unified and efficient approach to supporting the college's workforce.

This year, our efforts were centered on providing stable, responsive, and high-quality HR support while maintaining a deep understanding of the unique needs of the College of Dental Medicine. Through close partnership with school leadership, faculty, and staff, we continued to foster a positive employee experience, support organizational priorities, and ensure continuity across all areas of human resources.

Talent Acquisition & Sourcing

The Talent Acquisition & Sourcing function plays a critical role in strengthening CUIMC's workforce by developing innovative recruitment and sourcing strategies that attract and retain exceptional talent. Partnering with HR Business Partners, departmental HR leaders, and hiring managers, the function develops targeted approaches for critical and hard-to-fill positions, builds sustainable talent pipelines, and strengthens CUIMC's employment brand and candidate experience. Using recruitment data, technology, creative sourcing strategies, and external partnerships, Talent Acquisition & Sourcing continuously identifies opportunities to expand and strengthen CUIMC's talent networks. The function also provides expertise, coaching, and guidance to hiring leaders on effective recruitment and selection practices, helping departments make informed hiring decisions and continuously improve the effectiveness of their recruitment efforts. This work provides an important foundation for workforce stability, ensuring that CUIMC is positioned to attract the talent needed to support its academic, research, clinical, and administrative missions.

Facilities Human Resources

Facilities Human Resources serves as a strategic partner to Facilities Management, supporting the workforce responsible for the infrastructure and operations essential to CUIMC's academic, clinical, research, and administrative missions. The function provides comprehensive HR support across recruitment, onboarding, employee relations, labor relations, professional development, compensation, performance management, and engagement.

Working closely with Facilities leadership, CUIMC Human Resources, and Labor Relations, Facilities HR helps strengthen workforce planning, employee retention, and organizational effectiveness. By providing consistent guidance and responsive support to a complex, high-volume workforce, Facilities HR contributes to stability across a critical operational function and helps ensure CUIMC's facilities remain safe, reliable, and well positioned to support the medical center's mission.





What We Accomplished

Employee Wellness

In FY26, Columbia University Irving Medical Center Human Resources, in close partnership with the Office of Well-Being and its dedicated team, advanced a comprehensive approach to employee well-being, recognizing that a supported workforce is essential to sustaining excellence in patient care, research, and education. Together, we continued to strengthen a culture that prioritizes the health, well-being, and resilience of our faculty and staff, while expanding access to resources that support the whole person. Building on prior years, our focus shifted from delivering programs to driving impact, expanding access, and embedding well-being into the employee experience. Through our collaboration with the Office of Well-Being, CUIMC HR delivered a broad range of initiatives supporting physical, emotional, and mental health. Signature events, including the annual Well-Being Fair and Mental Health Awareness Fair, continued to serve as important opportunities for connection, education, and resource awareness, bringing together employees from across the medical center to engage with programs and services that support their overall well-being. In FY26, we moved beyond standalone programming by integrating well-being into the broader employee lifecycle, including onboarding, leadership development, and engagement strategies. Working alongside the Office of Well-Being and other campus partners, we trained managers and equipped them with tools and resources to better support their teams, reinforcing their role in fostering a culture of care, resilience, and psychological safety. Well-being at CUIMC is closely tied to a sense of community. Through Employee Appreciation Month, campus-wide engagement initiatives, and collaborative programming with the Office of Well-Being, we created opportunities for employees to connect, recharge, and build meaningful relationships beyond their day-to-day roles. These efforts strengthened individual well-being, enhanced employee engagement, and contributed to a more connected and supportive organizational culture.

Together, these initiatives reflect our shared commitment to making well-being an integral part of the employee experience and ensuring that every member of the CUIMC community has access to the support, resources, and connections needed to thrive.

Showcasing CUIMC's Leadership in Employee Well-Being

CUIMC Human Resources, in collaboration with the Integrative Therapies Program, was honored to be invited to present at the NYU Revitalize Wellness Summit for Healthcare Professionals, a leading national forum focused on advancing workforce well-being in healthcare. Our featured session, "Embedding Whole Person Health Programming for Employee Wellness Through Multidisciplinary Collaboration at an Academic Medical Center," spotlighted CUIMC's forward-thinking and highly collaborative approach to employee well-being. We brought our work to life by sharing the journey and evolution of our wellness initiatives from early program development to the creation of a multidisciplinary, whole-person health model. Attendees gained insight into how we:

- **Leveraged cross-campus collaboration to build impactful programs**
- **Implemented innovative well-being initiatives across diverse employee populations**
- **Developed sustainable models for engagement and delivery**
- **Evaluated outcomes to continuously strengthen and refine our approach**

We also shared practical lessons learned and future facing strategies, positioning CUIMC as a leader in shaping the future of employee wellness within academic medical centers.

Employee Assistance Program

This year, CUIMC's Employee Assistance Program (EAP) was designed as a cohesive, year-long well-being journey. Rather than offering standalone sessions, the program followed a structured and intentional learning path that reflects CUIMC's broader commitment to whole-person well-being. Each monthly session built upon the previous one, creating a connected experience that supports employees across multiple dimensions of their personal and professional lives. This progression aligns directly with our overall well-being strategy and reinforces the core themes highlighted throughout this report. The learning arc unfolded across the year as follows:

- **Personal resilience, building a foundation for navigating challenges**
- **Sustainable habits, supporting long-term well-being practices**
- **Mindful focus, strengthening clarity and productivity**
- **Financial steadiness, promoting financial security and confidence**
- **Family and caregiver support, recognizing responsibilities beyond the workplace**
- **Inclusive, high-performing culture, fostering connection and belonging**
- **Psychological safety and leadership resilience, strengthening trust and leadership capacity**

By structuring the program in this way, CUIMC created a continuous and reinforcing experience that extends beyond individual sessions. This approach ensures that well-being is integrated, sustained, and aligned with our goal of supporting employees in every aspect of their work and lives.

To learn more please visit:
columbiauniversity.one.telushealth.com

Labor Relations

Throughout the year, we have maintained a steady and collaborative approach to labor relations, reinforcing strong partnerships with our union colleagues and supporting a stable and respectful work environment across the medical center. Building on the foundation established in prior years, Joint Labor Meetings between Departmental HR Managers and union leadership continued to serve as an important forum for open communication, issue resolution, and relationship building. These regular touchpoints have helped ensure alignment, strengthen trust, and support a proactive approach to addressing workplace matters. As the University navigated contract cycles for several key unions, including TWU, 1199, and Local 2110, we remained actively engaged in supporting leadership and departments through the complexities of collective bargaining and contract administration. Through consistent communication and a focus on partnership, we helped position the organization to approach negotiations thoughtfully and constructively.

Negotiations with the Student Workers Union are ongoing. CUIMC HR continues to support University leadership throughout this process, focusing on maintaining open dialogue, ensuring continuity of operations, and reinforcing a respectful and collaborative approach to bargaining. In parallel, we continued to provide guidance and training for managers on contract interpretation, effective implementation, and best practices in handling employee relations matters. Our team worked closely with departments and union representatives to address concerns and resolve issues in a timely and collaborative manner. These efforts reflect our ongoing commitment to stability, consistency, and mutual respect in labor relations, ensuring that we maintain a positive and productive environment for all members of our workforce.

Office of Engagement, Retention, and Growth

Over the past year, the Office of Engagement, Retention, and Growth continued strengthening community, fostering engagement, and advancing professional development across CUIMC. Amid a complex and evolving environment, our work remained steady, responsive, and aligned with the needs of our workforce.

Despite a challenging year, Employee Resource Groups (ERGs) remained a consistent and impactful presence—providing opportunities for employees to engage, build connections, and foster a culture of inclusion and belonging. To support ERG leaders and ensure sustainability, the office launched enhanced resources, including the ERG Leadership Toolkit and ERG Leaders Handbook, providing clearer guidance, standardized processes, and practical tools to strengthen leadership effectiveness and community-building efforts.

Key Highlights from This Year

- **Continued delivery of community-building, cultural, and well-being programming across CUIMC**
- **Expanded professional development opportunities, including workshops, panels, and leadership engagement**
- **The CUIMC Women ERG Spotlight Campaign, recognizing over 100 employees for contributions in mentorship, leadership, and collaboration**
- **The 4th Annual ERG Summit, bringing employees together around connection, learning, and shared impact**
- **Ongoing cross-functional partnerships with HR, the People Development Center, Communications, and institutional leadership to expand reach and align programming with strategic priorities**

Importantly, this year underscored the resilience and dedication of our ERG leaders, who remained committed to fostering inclusive environments and sustaining engagement across the CUIMC community.





Employee Resource Group Event Highlights

The Employee Resource Groups continue to enrich our community through the events and initiatives.

Highlights include:

September

- New York Narratives: Harlem Walking Tour
- Rosh Hashanah on Haven Plaza

October

- Hispanic Heritage Month on Haven Plaza
- Harvest of Harmony

November

- Veterans Day, Navigating Uncertainty and Supporting Personal & Community Well-Being
- Marking Oct 7th Understanding Mass Trauma and Loss Day

December

- Adult Caregivers: Navigating Aging Parents Declining Health

January

- International Holocaust Remembrance Day

February

- Black History Month – From Archive to Action: Black History in Health Care
- Lunar New Year Celebration and Lion Dance

March

- Women's History Month
- Ramadan Mubarak Iftar Dinner
- Purim on Haven
- Trans Day of Visibility Film Screening: Heightened Scrutiny

April

- Eid Al-Fitr & Nowruz Mubarak Celebration
- ERG Summit – CUIMC EnERGize: Connect. Learn. Thrive.
- API Spring Book Club

May

- Asian Pacific American Heritage Month
- Jewish American Heritage Month on Haven Plaza
- 2026 Luminary Employees Recognition: A Panel & Networking Celebration

June

- Finding Space for Me: Self-Care for Caregivers
- Juneteenth Freedom Forward Building on the Legacy of Juneteenth
- Drag Bingo and Mixer: A Pride Month Celebration

CUIMC HR by the Numbers

Total Employees
16,246

Job Descriptions Approved
2,267

Offers Extended
1,629

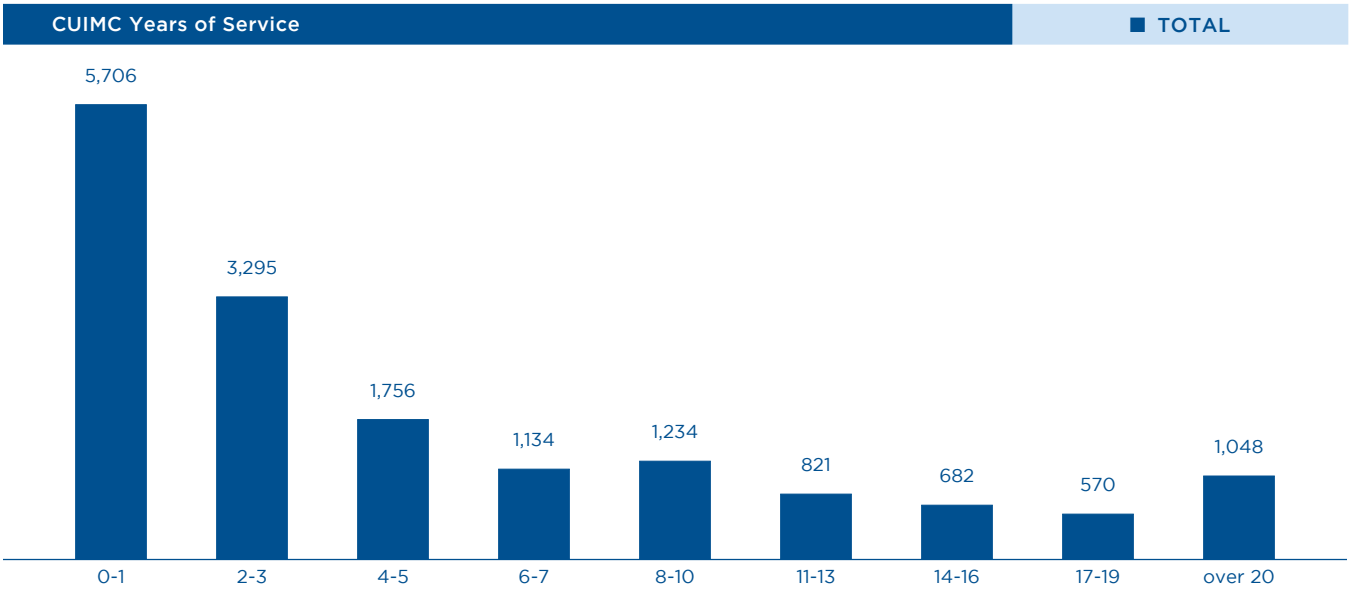
Applications Received
170,947

Visitor Applications Approved
865

Workforce Composition

EMPLOYEE CATEGORIES	TOTAL
Graduate Research Assistant	738
Officer of Administration	4,822
Officer of Instruction	5,590
Officer of Research	3,098
Support Staff (NUSS)	870
Union Support Staff	1,128
TOTAL	16,246

Experience Levels









Meet the CUIMC HR Team

Leadership

- **Neil McClure**
  Chief Human Resources Officer

Client Services

- **Sony Jean Michel Thornton**
  Senior HR Business Partner
- **Jennifer Gass**
  Senior HR Business Partner
- **Sherley Desulme Willis**
  Senior HR Business Partner
- **Mary Jo Lynch**
  Senior HR Business Partner
- **Brandi Bonaparte**
  Director, CUIMC Facilities Management
- **Kris Machado-Mirasola**
  Senior HR Generalist
- **Allison Garcia**
  Human Resources Coordinator

School of Dental Medicine

- **Jennifer Wallace**
  Assistant Dean, HR & Faculty Affairs
- **Yolanda Harris-Ayo**
  HR & Faculty Affairs Manager
- **Denise Chalen**
  HR & Faculty Affairs Generalist

Operations

- **Thomas De Leon**
  Director, HR Systems & Operations
- **Brenda Arthur**
  Director, HR Operations
- **Daniela Isakov**
  Senior HR Generalist
- **Hannah Mason**
  Human Resources Generalist
- **Anésha Bonner**
  HR Representative

Office of Engagement, Retention, and Growth

- **Ashley Boyce**
  Manager, Staff Engagement

Talent Acquisition & Sourcing

- **ShaQuanna Williams**
  Talent Acquisition & Sourcing Manager

















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