

## **Shannon Hines**

Shannon (Hines) Jones has been with Kaiser Permanente for 20 years and held several roles within the Human Resources, Health Education, and Population Health departments. Currently, she leads the Equity, Inclusion and Diversity portfolio to execute critical priorities such as linguistic services, workforce equity, cultural competence, and regulatory and accreditation reporting—in which the program has achieved distinction by the National Committee for Quality Assurance (NCQA) in Multicultural Health Care. In addition, she directs employee well-being programs for over 8,000 staff members at Kaiser Permanente of the Mid-Atlantic States, which has achieved Gold Level Status through the Healthiest Maryland Businesses program for two consecutive years. Previously, she directed Regional Health Education, Health Promotion, and the Women’s Health team and led the development and implementation of programs to improve member engagement, lifestyle behaviors, and health outcomes.

Shannon holds an M.S. degree from American University and B.S. degree from Howard University, and she is currently pursuing certification as a diversity coach through the Coach Diversity Institute. Shannon lives in Prince George’s County, Maryland, with her husband, children, dogs, and cat. She serves on her church's Leadership Board and engages in community volunteerism to support the empowerment of girls and women of color.