



2021-2023

CULTURAL COMPETENCY & DIVERSITY MANAGEMENT PLAN



Gateway Residential Services
9660 Commerce Drive, Ste 305
Carmel, IN 46032
2021-2023

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INTRODUCTION:

Culture is an integrated pattern of human behavior which includes but is not limited to thought, communication, languages, beliefs, values, practices, customs, courtesies, rituals, manners of interacting, roles, relationships, and expected behaviors of a racial, ethnic, religious, social, or political group. Culture also includes the ability to transmit the above to succeeding generations.

As a human services agency, Gateway accommodates, facilitates, treats, and assists persons served from a variety of cultures and with a wide variety of disabilities, from intellectual and physical disabilities to those persons served with medical diagnoses and disorders. Gateway recognizes that Cultural Competence is a key principle that must be integrated within all aspects of the service delivery process. Our agency will commit to responding effectively to the needs of all persons served and their families, stakeholders, employees, and the community, from culturally and linguistically diverse groups.

It is the policy of Gateway to maintain a written Cultural Competency and Diversity Management Plan that describes how the diversity and cultural needs of the organization will be met. It is our policy to effectively provide services to persons served of all cultures, ages, races, genders, sexual orientations, socioeconomic status, languages, ethnic backgrounds, spiritual beliefs, and religions in a manner that recognizes, values, affirms, and respects the worth of individuals and protects and preserves the dignity of each person. Gateway adheres to the equal employment opportunity policy and non-discrimination practices.

ORGANIZATION OVERVIEW:

Gateway Residential Services was established in 2020 as a provider of Medicaid waiver services and supports to people with intellectual and developmental disabilities.

OUR VISION

Gateway envisions a world in which all people are accepted and valued members of their chosen communities.

OUR MISSION

Gateway's mission is to help people live a meaningful and purposeful life in the direction of their choice.

OUR VALUES

At Gateway we value: Person -Centered Services and Supports, Self -Determination and Advocacy, Community Equity, Health and Safety, Flexibility and Collaboration, Continuous Agency Improvement.

PURPOSE FOR DIVERSITY MANAGEMENT:

Over the past several decades, modern business has experienced greater participation of

women, minorities, migrants, older people, and different nationalities in the workforce. Gradually, a changing composition of the workforce into the highest management levels is becoming apparent. Gateway is proud to be a minority-owned business that employs a diverse group of men and women from a wide range of cultural backgrounds who function within all levels of the organization. The Cultural Competency and Diversity Management Plan represents Gateway's approach to establishing diversity management goals and allows for periodic review of accomplishments to determine future focus areas. Our broad focus will be on celebrating our existing diversity and fostering opportunities for greater understanding and effective communication, enabling all employees to reach their full potential in pursuit of the Gateway mission.

Diversity Management means creating a workplace and service environment where differences in cultural heritage, background, style, tradition, and views are valued, respected, and used to increase organizational capacity. As the workforce becomes more diverse and the environment more open to new ideas and ways of thinking, organizations have found that employees and teams become more effective in processing information, solving problems, and contributing to the organization's mission.

We believe that our operational processes must be continually evaluated to ensure that all employees have equal opportunities for success within the organization and that everyone is represented and included within the broader Gateway culture.

Gateway has identified diversity as an organizational priority directly related to its mission; improving diversity efforts will contribute to ensuring that service participants receive the highest quality services and are prepared to engage with the world of both today and tomorrow. Gateway is also committed to ensuring that services are provided without bias, that employees provide a positive example for diversity acceptance, and that employees are consistently encouraged to embrace the principles of inclusion.

Cultural competence is an integral part of Gateway. Those employed by Gateway who are in direct contact with persons served and families will demonstrate the following:

- Recognize, value, affirm, and respect the worth of, and preserve the dignity of, each person served, their families, stakeholders, employees, and the community.
- Utilize appropriate resources to ensure the linguistic needs of persons served and their families are met.
- Assess recipient and family acculturation to aid in matching families with suitable community-based resources and provide culturally appropriate services.
- Utilize culture-specific information provided in training and/or employee orientation to assist in identifying and determining the cause of culture-based issues and miscommunication, and to resolve these types of issues.

Gateway ensures non-discriminatory and respectful services to persons served and families by employing both internal and external cultural competency practices. Ongoing improvement and widespread dissemination of these efforts demonstrates Gateway's commitment to the provision of culturally appropriate services and care.

Key Areas of Focus:

1. Commitment to Cultural Competency
2. Strategies and efforts for reducing racial, ethnic, cultural, and mental health disparities
3. Culturally competent training activities
4. Language capacity
5. Adaptation of services

Role of Leadership

Gateway leaders are responsible for:

1. Managing change
2. Setting a positive example for employees and fostering desired behavior
3. Ensuring that systems, policies, procedures, and practices support Gateway's vision and mission and are responsive to change
4. Ensuring that the workforce is inclusive and diversity principles are integrated into agency operations

Role of All Employees

All Gateway employees are responsible for:

1. Supporting the principles of diversity management
2. Respecting others' differences and similarities, including other employees and service participants
3. Fully participating in Gateway's efforts to foster greater organizational effectiveness and efficiency through the application of the principles of diversity management

All employees, persons served, and families have access to the Gateway Cultural Competency and Diversity Management Plan, as the essential plan elements are included in employee materials and on our website at www.getwithgateway.com. It is also available separately upon request.

DIVERSITY MANAGEMENT STRATEGY AND LINK TO POLICIES, PROCEDURES, AND PRACTICES:

The principles of diversity management are embedded into the policies and practices of all levels of the organization including the executive leadership, human resources, supervisory, and direct care staff. Current policies and procedures that specifically address diversity and Gateway's expectations include:

- Employee Training
- Corporate Compliance Plan
- Referral, Intake, and Exit from Services

- Employee Handbook
- Equal Opportunity
- Diversity
- Code of Ethics
- Customer Service
- Conducting Investigations

Policies, procedures, and plans are reviewed at minimum annually.

The Cultural Competency and Diversity Management Plan will be monitored by the Gateway Quality Improvement Committee (QIC) and will be reevaluated at minimum annually. The QIC will ensure that data and feedback regarding the organization's progress toward diversity goals are shared with the people responsible for policy and plan review and revision, and that this information will be incorporated as appropriate into updates.

INTERNAL CULTURAL COMPETENCY AND DIVERSITY PRACTICES:

Gateway seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and can communicate in cross-cultural situations. Discrimination is not tolerated, and employees will conduct services in a manner that recognizes, values, affirms, and respects the worth of the individual, and protects and preserves the dignity of each person.

When necessary and requested, translation services to persons served will be provided. The interpreter will assist with translating any intake, treatment plans, evaluation, or other documents shared with family. If translation is needed, Gateway will work with a person's Case Manager to arrange these services.

Gateway provides cultural competency trainings to employees initially, annually, and as needed. Characteristics of trainings include:

- Acceptance and respect for differences
- Careful attention to dynamics of difference
- Continuous expansion of cultural knowledge and resources

Trainings are based upon the following learning techniques:

- Assessment and awareness of personal biases, values, and expectations
- Content on general culture-specific attributes (family structures, language use for various groups, and persons served with a wide variety of physical and intellectual disabilities)

The National Center for Cultural Competence (NCCC) maintains a database of a wide range of resources on cultural and linguistic competence (e.g. demographic information, policies, practices, articles, books, research initiatives and findings, curricula, multimedia materials, and

websites, etc.) The NCCC uses specific review criteria for the inclusion of these resources. As part of the NCCC’s web-based technical assistance, a selection searchable bibliography of these resources is made available online. Online resource database to be used for self-study: <https://www.4.georgetown.edu/research/guchd/nccc/app/resources/index.cfm>

PLAN GOALS AND OBJECTIVES:

GOALS	OBJECTIVES
Ensure Gateway’s commitment to diversity is reflected in all facets of the organization.	Routinely monitor policies, procedures, publications, and trainings to ensure that they are free from bias and accurately reflect the diversity of the agency.
Promote opportunities for increasing the cultural intelligence of employees and service participants.	Publish the “WE ARE FAMILY” section in our newsletter.
	Create a physical environment that is inviting and inclusive of diverse cultures.
	Provide access to the Gateway Cultural Competency and Diversity Plan via our website.

CONCLUSION:

In summary, the Cultural Competency and Diversity Management Plan provides employees throughout the organization with the tools and supports to build an increasingly diverse and inclusive workforce broadly representative of the communities it serves. By formally integrating diversity and inclusion values and practices into existing corporate processes, progress and results can be measured departmentally and corporately. The Plan provides the means of achieving the goal of creating a respectful and supportive workplace that attracts and retains a talented workforce. It supports the imperative to leverage Gateway employees’ own diversity to create programs and services that meet the diverse needs of persons served so that they too will be fully included in the communities of their choice.

CENSUS DATA BY GEOGRAPHIC LOCATION:

	Indianapolis city (balance), Indiana	United States
Population estimates, July 1, 2019, (V2019)	876,384	328,239,523
PEOPLE		
Population		
Population estimates, July 1, 2019, (V2019)	876,384	328,239,523
Population estimates base, April 1, 2010, (V2019)	820,457	308,758,105
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	6.8%	6.3%
Population, Census, April 1, 2020	887,642	331,449,281
Population, Census, April 1, 2010	820,445	308,745,538
Age and Sex		
Persons under 5 years, percent	7.3%	6.0%
Persons under 18 years, percent	24.7%	22.3%
Persons 65 years and over, percent	12.2%	16.5%
Female persons, percent	51.8%	50.8%
Race and Hispanic Origin		
White alone, percent	60.9%	76.3%
Black or African American alone, percent (a)	28.6%	13.4%
American Indian and Alaska Native alone, percent (a)	0.3%	1.3%
Asian alone, percent (a)	3.4%	5.9%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.0%	0.2%
Two or More Races, percent	3.3%	2.8%
Hispanic or Latino, percent (b)	10.5%	18.5%
White alone, not Hispanic or Latino, percent	54.5%	60.1%
Population Characteristics		
Veterans, 2015-2019	42,717	18,230,322
Foreign born persons, percent, 2015-2019	9.7%	13.6%
Housing		
Housing units, July 1, 2019, (V2019)	X	139,684,244
Owner-occupied housing unit rate, 2015-2019	53.1%	64.0%
Median value of owner-occupied housing units, 2015-2019	\$137,000	\$217,500

Median selected monthly owner costs -with a mortgage, 2015-2019	\$1,170	\$1,595
Median selected monthly owner costs -without a mortgage, 2015-2019	\$440	\$500
Median gross rent, 2015-2019	\$892	\$1,062
Building permits, 2020	X	1,471,141
Families & Living Arrangements		
Households, 2015-2019	338,208	120,756,048
Persons per household, 2015-2019	2.51	2.62
Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	85.0%	85.8%
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	13.8%	21.6%
Computer and Internet Use		
Households with a computer, percent, 2015-2019	86.7%	90.3%
Households with a broadband Internet subscription, percent, 2015-2019	79.1%	82.7%
Education		
High school graduate or higher, percent of persons age 25 years+, 2015-2019	85.8%	88.0%
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	30.9%	32.1%
Health		
With a disability, under age 65 years, percent, 2015-2019	10.1%	8.6%
Persons without health insurance, under age 65 years, percent	11.8%	□ 10.2%
Economy		
In civilian labor force, total, percent of population age 16 years+, 2015-2019	66.8%	63.0%
In civilian labor force, female, percent of population age 16 years+, 2015-2019	63.4%	58.3%
Total accommodation and food services sales, 2012 (\$1,000)(c)	2,529,518	708,138,598
Total health care and social assistance receipts/revenue, 2012 (\$1,000)(c)	10,048,356	2,040,441,203
Total manufacturers shipments, 2012 (\$1,000)(c)	D	5,696,729,632
Total retail sales, 2012 (\$1,000)(c)	13,416,631	4,219,821,871
Total retail sales per capita, 2012(c)	\$16,071	\$13,443
Transportation		
Mean travel time to work (minutes), workers age 16 years+, 2015-2019	23.6	26.9
Income & Poverty		
Median household income (in 2019 dollars), 2015-2019	\$47,873	\$62,843
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$28,363	\$34,103
Persons in poverty, percent	18.0%	11.4%
BUSINESSES		

Businesses		
Total employer establishments, 2019	X	7,959,103
Total employment, 2019	X	132,989,428
Total annual payroll, 2019 (\$1,000)	X	7,428,553,593
Total employment, percent change, 2018-2019	X	1.6%
Total nonemployer establishments, 2018	X	26,485,532
All firms, 2012	69,366	27,626,360
Men-owned firms, 2012	34,325	14,844,597
Women-owned firms, 2012	27,668	9,878,397
Minority-owned firms, 2012	18,991	7,952,386
Nonminority-owned firms, 2012	47,298	18,987,918
Veteran-owned firms, 2012	6,467	2,521,682
Nonveteran-owned firms, 2012	59,063	24,070,685

GEOGRAPHY

Geography		
Population per square mile, 2010	2,270.0	87.4
Land area in square miles, 2010	361.43	3,531,905.43
FIPS Code	1836003	1

	Terre Haute city, Indiana	United States
Population estimates, July 1, 2019, (V2019)	60,622	328,239,523

PEOPLE

Population		
Population estimates, July 1, 2019, (V2019)	60,622	328,239,523
Population estimates base, April 1, 2010, (V2019)	60,785	308,758,105
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	-0.3%	6.3%
Population, Census, April 1, 2020	58,389	331,449,281
Population, Census, April 1, 2010	60,785	308,745,538
Age and Sex		
Persons under 5 years, percent	6.1%	6.0%
Persons under 18 years, percent	19.2%	22.3%
Persons 65 years and over, percent	15.1%	16.5%

Female persons, percent	48.5%	50.8%
Race and Hispanic Origin		
White alone, percent	82.2%	76.3%
Black or African American alone, percent (a)	10.7%	13.4%
American Indian and Alaska Native alone, percent (a)	0.2%	1.3%
Asian alone, percent (a)	1.6%	5.9%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.0%	0.2%
Two or More Races, percent	4.3%	2.8%
Hispanic or Latino, percent (b)	2.8%	18.5%
White alone, not Hispanic or Latino, percent	80.7%	60.1%
Population Characteristics		
Veterans, 2015-2019	3,666	18,230,322
Foreign born persons, percent, 2015-2019	3.2%	13.6%
Housing		
Housing units, July 1, 2019, (V2019)	X	139,684,244
Owner-occupied housing unit rate, 2015-2019	52.8%	64.0%
Median value of owner-occupied housing units, 2015-2019	\$78,700	\$217,500
Median selected monthly owner costs -with a mortgage, 2015-2019	\$873	\$1,595
Median selected monthly owner costs -without a mortgage, 2015-2019	\$377	\$500
Median gross rent, 2015-2019	\$731	\$1,062
Building permits, 2020	X	1,471,141
Families & Living Arrangements		
Households, 2015-2019	23,249	120,756,048
Persons per household, 2015-2019	2.28	2.62
Living in same house 1 year ago, percent of persons age 1 year+, 2015-2019	73.8%	85.8%
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	5.3%	21.6%
Computer and Internet Use		
Households with a computer, percent, 2015-2019	87.5%	90.3%
Households with a broadband Internet subscription, percent, 2015-2019	80.3%	82.7%
Education		
High school graduate or higher, percent of persons age 25 years+, 2015-2019	85.1%	88.0%

Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	22.6%	32.1%
Health		
With a disability, under age 65 years, percent, 2015-2019	15.5%	8.6%
Persons without health insurance, under age 65 years, percent	10.4%	10.2%
Economy		
In civilian labor force, total, percent of population age 16 years+, 2015-2019	55.4%	63.0%
In civilian labor force, female, percent of population age 16 years+, 2015-2019	56.4%	58.3%
Total accommodation and food services sales, 2012 (\$1,000)(c)	201,764	708,138,598
Total health care and social assistance receipts/revenue, 2012 (\$1,000)(c)	1,038,778	2,040,441,203
Total manufacturers shipments, 2012 (\$1,000)(c)	1,921,992	5,696,729,632
Total retail sales, 2012 (\$1,000)(c)	998,110	4,219,821,871
Total retail sales per capita, 2012(c)	\$16,332	\$13,443
Transportation		
Mean travel time to work (minutes), workers age 16 years+, 2015-2019	17.6	26.9
Income & Poverty		
Median household income (in 2019 dollars), 2015-2019	\$36,406	\$62,843
Per capita income in past 12 months (in 2019 dollars), 2015-2019	\$20,989	\$34,103
Persons in poverty, percent	26.4%	11.4%
BUSINESSES		
Businesses		
Total employer establishments, 2019	X	7,959,103
Total employment, 2019	X	132,989,428
Total annual payroll, 2019 (\$1,000)	X	7,428,553,593
Total employment, percent change, 2018-2019	X	1.6%
Total nonemployer establishments, 2018	X	26,485,532
All firms, 2012	4,221	27,626,360
Men-owned firms, 2012	2,175	14,844,597
Women-owned firms, 2012	1,150	9,878,397
Minority-owned firms, 2012	367	7,952,386
Nonminority-owned firms, 2012	3,515	18,987,918

Veteran-owned firms, 2012	425	2,521,682
Nonveteran-owned firms, 2012	3,331	24,070,685

GEOGRAPHY

Geography

Population per square mile, 2010	1,760.0	87.4
Land area in square miles, 2010	34.54	3,531,905.43
FIPS Code	1875428	1