Cultural Competency & Diversity

Plan

CY 2015-2016

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1. *Overview of Corporate Policy*

As outlined and reviewed in the InteCare Cultural Competency & Diversity Policy, InteCare, Inc. is committed to cultivate, foster, and preserve a culture of diversity and inclusion within the organization. The collective sum of the individual life experiences, differences, knowledge, innovation, self-expression, uniqueness, ingenuity and talent that employees incorporate in their work represents not only a significant part of our culture, but our reputation and overall corporate achievement.

InteCare encourages employees' differences in age, gender, color, culture, disability, ethnicity, sexual orientation, spiritual beliefs, national origin, language, socioeconomic status, veteran status, and other characteristics that include the uniqueness of our employees, contracted staff, Board of Directors, committee, subcommittee and work group members. Therefore, no program or activity administered by InteCare shall exclude from participation, deny benefits to, or subject to potential discrimination any individual based on the aforementioned differences.

This Plan will be monitored by both the CEO and COO of InteCare, Inc., and will be reviewed and updated on an annual basis by the members of the Management Committee and the Board of Directors.

This plan outlines our current corporate processes toward creating and ensuring an environment that is inclusive and embraces diversity in its many forms.

2. *InteCare, Inc. Employee & Contractors Demographic Data*

The following information includes the InteCare Employee and Subcontractor **current reported** demographic data as of October 31, 2015:

Gender	
Male	9
Female	21
Race	
American Indian or Alaska Native	
Asian. Native Hawaiian or Other Pacific Islander	2
Black or African American	6
Multi-Racial	
White or Caucasian	14
Unknown	8

3. *InteCare, Inc. Programs Participant Demographic Data*

A. The following information includes the **current reported** demographic data of active participants through **the InteCare SSVF Program**:

Gender	
Male	481
Female	235
Age Groups	
0-6	75
7-12	53
13-17	55
18 – 21	14
22 – 25	22
26 – 35	90
36 – 45	85
46 – 55	162
56 – 65	141
66+	17
Unknown	2
Race	
American Indian or Alaska Native	2
Asian	1
Black or African American	257
Multi-Racial	17
Native Hawaiian or Other Pacific Islander	5
White or Caucasian	429
Unknown	5
Disability Reported	
Yes	331
No	269
Not reported	116

B. The following information includes the **current reported** demographic data of active participants through **the InteCare DSC Program**:

Gender	
Male	6153
Female	6263
Age Groups	
0-6	476
7-12	2580
13-17	1787
18 – 21	844
22 – 25	760
26 – 35	2182
36 – 45	1504
46 – 55	1282
56 – 65	720
66+	281
Unknown	
Race	
American Indian or Alaska Native	212
Asian	68
Black or African American	4557
Multi-Racial	
Native Hawaiian or Other Pacific Islander	17
White or Caucasian	7421
Unknown	141
Disability Reported	
Yes	N/A
No	N/A
Not reported	N/A

4. *InteCare, Inc. Geographic Region and Demographic Data – Participant Population*

InteCare, Inc. has current contracts in which the vast majority of the Covered Individual population resides within seven (7) Metropolitan Statistical Areas and three (3) Micropolitan Statistical Areas. These areas are identified as follows:

A. **Indianapolis-Carmel Metropolitan Statistical Area.** This MSA includes the following Indiana counties:
   - Boone
   - Brown
   - Hamilton
   - Hancock
   - Hendricks
   - Johnson
   - Marion
   - Morgan
   - Putnam
   - Shelby

B. **Anderson Metropolitan Statistical Area.** This MSA includes the following Indiana county:
   - Madison

C. **Muncie MSA.** This MSA includes the following Indiana county:
   - Delaware

D. **Fort Wayne Metropolitan Statistical Area.** This MSA includes the following Indiana counties. (Members are predominantly located in Allen county) :
   - Allen
   - Wells
   - Whitley

E. **Columbus MSA**. This MSA includes the following county:
   - Bartholomew

F. **Bloomington MSA** includes the following counties. (Members located predominantly in Monroe County only):

> ➢ Greene
> ➢ Monroe
> ➢ Owen

G. **Terre Haute MSA** - includes the following counties, in which the veterans and families served are predominantly in Vigo county:

> ➢ Clay
> ➢ Sullivan
> ➢ Vermillion
> ➢ Vigo

H. **Decatur Micropolitan Area.** This Micropolitan Area includes the following Indiana county:
> ➢ Adams

I. **Greensburg Micropolitan Area.** This Micropolitan Area includes the following Indiana county:
> ➢ Decatur

J. **New Castle Micropolitan Area.** This Micropolitan Area includes the following Indiana county:
> ➢ Henry

The following tables represent the combined Metropolitan and Micropolitan areas where services are provided for the combined participants in the following Contracts:

- DSC Program
- SSVF Program
- Reentry Program

The US Census Bureau and Indiana Business Research Center report the overall population in the aforementioned Metropolitan and Micropolitan areas in CY2010 (calendar year 2010 is most completely up to date) as 2,363,626 which is 36.3% of the entire population (6,516,922) of the State of Indiana. The "Percent by Region" represents the percent in the combined Metropolitan and Micropolitan areas; the "Percent of State" therefore reflects the percent of the combined areas as compared to the State of Indiana. The aggregate population demographics for the Statistical areas are as follows:

a. Percentage of Population by Age in 2010:

Age	Number	Pct Dist. in Region	Percent by Region
Preschool (0 to 4)	169,469	7.2%	6.7%
School Age (5 to 17)	442,661	18.9%	18.1%
College Age (18 to 24)	208,617	8.9%	10.1%
Young Adult (25 to 44)	646,937	27.6%	25.7%
Older Adult (45 to 64)	607,672	25.9%	26.5%
Seniors (65 and older)	268,331	11.4%	13.0%

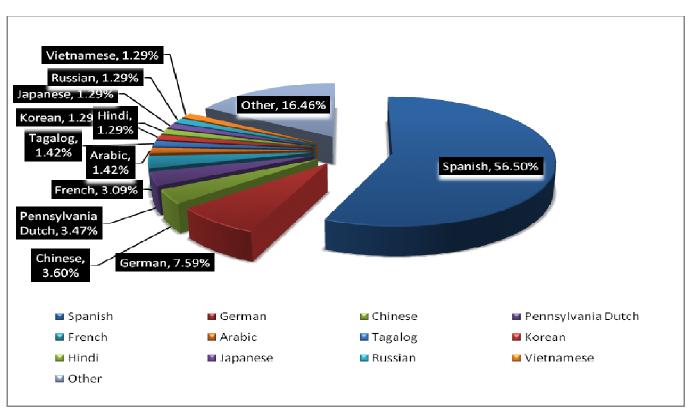b. Percentage of Population by Race and Hispanic Origin in 2010:

Population Estimates by Race and Hispanic Origin, 2010	Number	Pct Dist. in Region	Pct Dist. In State
American Indian or Alaska Native Alone	9,233	0.4%	0.4%
Asian Alone	52,083	2.2%	1.6%
Black Alone	323,411	13.8%	9.3%
Native Hawaiian and Other Pac. Isl. Alone	1,603	0.1%	0.1%
White	1,912,009	81.6%	86.9%
Two or More Race Groups	45,348	1.9%	1.7%
Non-Hispanic	2,204,400	94.1%	94.0%
Hispanic	139,287	5.9%	6.0%

c. Largest Cities or Towns in Aggregate Statistical Areas

City/Town	Population in 2010	% Of Region
Indianapolis Remainder	1,642,153	23.4%
Fort Wayne	507,706	7.2%
Carmel	158,925	2.3%
Fishers	154,132	2.2%
Anderson	112,265	1.6%
Noblesville	104,290	1.5%
Greenwood	100,779	1.4%
Lawrence	92,073	1.3%
Westfield	60,342	0.9%
Plainfield	55,334	0.8%
Franklin	47,484	0.7%

Languages Spoken - State of Indiana

In the State of Indiana, English is spoken by 92.23% of individuals over five (5) years of age, with languages other than English spoken by 7.77% of the population. The larger proportion of languages spoken by this population are presented by percentage in Figure 1:

Figure 1: Percentage of Speakers of Languages Other than English in Indiana

Sources: American Community Survey (ACS) & Modern Language Association (MLA)

5. _Analysis and Areas of Focus:_

The InteCare organization initiated the Cultural Competency & Diversity policy and plan in calendar year 2015 by assessing employee workplace satisfaction via the first employee satisfaction survey which specifically asked questions surrounding workplace culture and diversity and inclusiveness. In addition, InteCare acquired and presented to staff for review a presentation entitled "Diversity and Inclusion in the VA Workforce" presented by Georgia Coffey, Deputy Assistant Secretary, Office of Diversity and Inclusion, U.S. Department of Veteran Affairs. This presentation was well received by InteCare staff, and is very detailed and helpful in understanding the significance and importance of valuing and embracing inclusiveness and diversity in the workplace.

In considering the responses to question #4 – "_I am satisfied with the culture of my workplace_" the executive team of InteCare has determined that this question needs furthered reviewed and better defined based upon employee responses. It is clear by the comments made from staff in the survey that there was confusion regarding what this question was attempting to address. However, the Executive team found the responses concerning, and has determined that a open review and discussion surrounding the specific feedback is needed via an extraordinary meeting of the members of the Management committee. The positive response for this question was rated at 66.7%, which is seen as well below goal.

Regarding question #5 - "My organization is dedicated to diversity and inclusiveness" , the rating for this question scored higher at 83.3%, and a comment by a staff member was more positive in this regard.

InteCare has a specific complaint and compliment process that identifies the type in order to trend the identified issues.   This process will assist with identifying any cultural or diversity issues.

Based upon the initial analysis, InteCare has identified the following areas to address in the 2015-2016 calendar years:

1. Defining organization "Culture" & Determining Intervention and Response Regarding Staff Survey – This is based upon the analysis of the InteCare Staff Survey

2. Continue Efforts Surrounding Education, Awareness and Understanding – Understanding cultural differences and alternative lifestyles

3. Outreach & Support – Educating our community and stakeholders, and participating in diversity and cultural events.

6. *Action Items*

InteCare, Inc. Cultural Competency Action Items			
Objective	Staff Responsible	Due Date	Date Completed
1. Defining organization "Culture" & Determining Intervention and Response Regarding Staff Survey			
Review Staff Satisfaction survey in Management Committee meeting. Discussion of specific questions and stated concerns.	Geoff Buck Becca Sigafus	No later than December 31, 2015	
2. Continue Efforts Surrounding Education, Awareness and Understanding			
During Annual Training, staff will be reminded of the importance of gaining an understanding of the cultural differences and lifestyle choices of coworkers and the people who receive services provided via contracts	Becca Sigafus Ashley Peavler	Annual Staff & Subcontractor Trainings	
3. Outreach & Support			
Pursue and participate in community events that promote inclusiveness and diversity, especially those that assist and surround current InteCare business and programs.	Becca Sigafus Ashley Peavler All Staff	Ongoing	