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Owner [Chamika Phillips](#)
Policy Area [Human Resources](#)
References [NCQA QI 1 Element F](#)

Diversity Policy

POLICY

The Detroit Wayne Integrated Health Network is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion.

DWIHN recognizes and celebrates the value and contribution each individual brings to our workplace and appreciates the value of attracting and retaining employees from different backgrounds. DWIHN is committed to creating a working environment that is fair and flexible; promotes personal and professional growth and benefits from the capabilities of its diverse workforce.

DWIHN diligently and deliberately works to promote diversity throughout the organization, and ensure that each employee has an equal opportunity for employment and success regardless of their background and identity. DWIHN dedicates itself to the principle that the quality of work and the continued growth of its business is enhanced by intentionally attracting and including highly diverse employees who understand and can relate to the diverse backgrounds of the provider network, members and communities we serve.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and DWIHN's achievements. DWIHN strives to create an environment that supports, reflects and promotes equitable and inclusive behaviors and practices, and respects individuals and groups of people.

PURPOSE

DWIHN will provide equal opportunities to all employees, job applicants and other individuals without regard to unlawful considerations of all classifications (e.g., race, color, religion or creed, gender, etc.)

protected by applicable governing laws.

DWIHN is committed to complying with all applicable federal, state and local laws related to anti-discrimination, anti-harassment and anti-retaliation.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWIHN Board, DWIHN Staff, Contractual Staff, Direct Contracted Network Providers and their subcontractors, Access Center, Crisis Services Vendors, Credentialing Verification Organization (CVO)
2. This policy serves the following populations: Adults, Children, I/DD, SMI, SED, SUD, Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid, SUD, Autism, Grants, General Fund

KEYWORDS

1. Diversity

STANDARDS

1. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.
2. DWIHN diversity initiatives are applicable—but not limited—to our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; retention; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:
 - a. Respectful communication and cooperation between all employees.
 - b. Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
 - c. Work/life balance through flexible work schedules to accommodate employees' varying needs.
 - d. Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.
3. **Recruiting and Hiring (NCQA QI 1 Element F Factor 1)**

DWIHN performs better when we consider the perspectives of individuals with different backgrounds and fosters an overall culture that is equitable and inclusive, which includes providing reasonable accommodations as needed. We recruit diverse candidates by seeking out diverse applicants from a variety of sources. We retain diverse employees by fostering a culture of equity and inclusiveness. When positions become available, we utilize the following practices for recruiting diverse candidates, in addition to commonly used resources:

 - a. Notifying internal (and external if applicable) recruiters we are seeking a diverse

applicant pool and advertising and collaborating with different local and national diverse organizations

- b. All job postings include:
 - 1. Gender-neutral and inclusive language
 - 2. Emphasizes the DWIHN's commitment to diversity, equity and inclusion
 - 3. Salary range for posted position
 - 4. Reduce requirements to "must-haves"
 - 5. Equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.
- c. Technological diversity sourcing giving the ability to reduce the elements of conscious and unconscious bias in the recruitment process.
- d. Striving to have a strong applicant pool from diverse backgrounds, which includes underrepresented groups and one woman.
- e. Resumes are reviewed by removing any and all identification details from candidates' resumes and applications. This allows reviewers to select candidates based on their skills and experience instead of factors that can lead to biased decisions.
- f. Including diverse interviewers on our interview panels that includes underrepresented groups and one woman and hold hiring decision makers responsible for representation growth (i.e., diversity) within teams and in the organization
- g. Providing interviewers with training to help mitigate implicit bias and ensure they are sensitive and aware of DWIHN's goals regarding diversity, equity and inclusion.
- h. Refraining from considering salary history when screening candidates for a position and determining starting salary offers.

4. Development & Training (NCQA QI 1 Element F Factor 2)

DWIHN will require all employees complete specific training focused on various Diversity, Equity & Inclusion topics for each calendar year. Qualifying diversity trainings include, but are not limited to:

- a. Annual Cultural Competency training
- b. Attending internal and external diversity educational trainings, including mandatory implicit bias training and cultural competency training.
- c. Organizing or attending diversity-related events
- d. Participating in recruiting efforts targeted at diverse candidates
- e. Mentoring diverse in-house or external mentees
- f. Representing DWIHN at diverse community events or trainings

5. All employees of DWIHN have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.
6. Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.
7. Employees who believe they have been subjected to any kind of discrimination that conflicts with DWIHN's diversity policy and initiatives should seek assistance from a supervisor or an HR representative. Additionally, employees who have witnessed any kind of discrimination that conflicts with this diversity policy should report the incident and/or act to a supervisor or the HR representative.

QUALITY ASSURANCE/IMPROVEMENT

DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, risk management program, and Quality Assessment/Performance Improvement Program (QAPIP) Work-plan.

The quality improvement programs of Network Providers must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, Direct Contracted Network Providers, and their subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. Michigan Department of Health and Human Services Medicaid Provider Manual (in effect, and as as amended)
2. Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program (PIHP/CMHSP contracts in effect, and as amended)

RELATED POLICIES AND PROCEDURES

1. [Access](#)
2. [Cultural Competence](#)
3. [Referral, Coordination, and Integration of Care Procedures](#)

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

External

Approval Signatures

Step Description	Approver	Date
	Allison Smith: Project Manager, PMP	02/2023

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