

Harold Gates, MSSW, CISW, HS-BCP

President, Midwest Center for Cultural Competence, LLC

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Professional Experience and Expertise

President and Co-founder with over 25 years of experience; Midwest Center for Cultural Competence, LLC has provided consultation, training and education on cultural diversity and cultural competence since January 2003 to state and other governmental health care agencies, human service agencies, not-for-profits, corporations and other groups throughout the United States who are interested in becoming more culturally competent.

The Midwest Center for Cultural Competence, LLC is committed to providing support through customized on-site and distance professional development to meet global and individual organizational cultural competence goals. From focused efforts with the board, the executive leadership team, staff, consumers, and a carefully recruited list of external stakeholders, support will be provided to clarify and strengthen a shared cultural competence framework and action plans.

Instructor in Human Services (RET.) developed cultural competence curriculum • Coordinated students' field placement experience assignments • Worked with other personnel on committees, student recruitment and job evaluation • Distinguished Teacher of the Year, Madison Area Technical College Foundation, 2002.

Health Equity / Cultural Competence

Current Project - Initiated and co-lead Cultural Competence Committee formed three years ago, in large state health care organization. Cultural competence is an opportunity to recognize cultural differences and develop skills and attitudes to establish effective working relationships. Overall the charge of the committee is to include cultural competence strategies and goals in major projects and the daily activities of the organization, to support initiatives to reduce healthcare / racial disparities.

Training & Evaluation - Six Cultural Competence Training Sessions around the state for large (over 500 employees) for-profit human service agency. Area meetings included pre-post test tools for improving service delivery. Reviewed strategic planning initiatives to insure culturally competent future planning based on training and assessment.

Cultural Competence Specialist - Large behavioral health agency • Served as EEOC Coordinator • Structured and co-chaired a staff cultural diversity committee • Provided technical assistance in designing staff cultural competence training • Formulated strategies for multicultural staff recruitment and retention • Co-led three-year cultural competence strategic planning initiative

Training & Evaluation - Training in cultural competence for (\$12mil.) federal, state, and medical school project leaders, counselors, and leaders of clinical sites' Implementation and Improvement teams; assisted in hiring diverse counselors and staff in accordance with required hiring practices; helped design brief cultural competence training, including an instructional videotape and written materials, for brief screeners; monitored project and clinical site performance for demographic subgroups; consulted with clinical sites whose performance lagged for individuals of particular demographic groups; administered the Cultural Competence Committee; and monitored and continually improved the cultural competence of the project organization.

Recent Projects and Presentations

Training module - Webinar will be utilized for professional development customized to enhance services delivery skills for State of Wisconsin, Department of Health Services Income Maintenance Workers and other Professional Staff. Renewed three-year contract which included co-leading with Deputy Director of large division cultural competence strategic planning committee.

Training session at large, state-wide conference geared to behavioral health and substance use professionals. Defined cultural competence and how it can be integral to culturally and linguistically appropriate services standards (CLAS). Additional emphasis on assessing individual and organizational readiness, as well as, crafting continuous improvement action plans which contained the element of cultural competence.

Executive/staff retreat - Reviewed executive and staff goals to date for not-for-profit social justice/environmental funder on strategic plans using cultural competence as guiding principles for professional and organizational strategic planning for fiscal year 2016/2017.

Professional development training at Northcentral Technical College for substance abuse counselors. Seminar stressed acquiring knowledge of one's own culture and how it might adversely affect client intervention and quality service delivery.

Extended session on Understanding Cultural Differences for large state-wide energy assistance program. This workshop helped employees better understand their own biases and competencies, and how to work with customers from a variety of cultural and socio-economic backgrounds. Attendees also created a self-assessment and individual action plan.

Education

Master of Science in Social Work; concentration in Industrial Social Work and Mental Health University of Wisconsin - Madison, 1981.

Master of Arts; major in Chinese Studies Washington University, St. Louis, Missouri, 1974.

Bachelor of Arts; major in Asian Studies Southern Illinois University, Carbondale, Illinois, 1970.

Publications

- Cultural Competence, co-authored with Donald A. Coleman; unpublished manuscript.
- "Cultural Competence: Emerging National Standards," parts 1 and 2, CSHSE Bulletin, co-authored with Dale Russell and Mark Homan, May 2004, April 2005.
- "Black, Japanese, and American: An Asian American Identity Yesterday and Today," chapter co-authored with M.C. Thornton, in The Sum of Our Parts: Mixed-Heritage Asian Americans, T.K. Williams-Leon and C.L. Nakashima (ed.); Temple University Press, 2000.
- "Culturally Competent System of Care," monograph co-authored with P. Parker and D. Coleman; National Center for Family Centered Practice, University of Iowa School of Social Work, 1999.

Additional Certifications / Training

- Certified Independent Social Worker License #764. 1995 to Present.
- Human Service-Board Certified Practitioner-HS-BCP 2005-Present