



National PACE Association

PACE INCLUSIVE LEADERSHIP TRAINING PROGRAM

Request for Proposal April 1, 2024

Proposal Due:

May 31, 2024

Contact:

Mia Phifer, Senior Vice President, Quality and Compliance

Miap@npaonline.org

SCOPE OF SERVICES

The **National PACE Association (NPA)** invites qualified individuals or consulting organizations to submit a proposal to develop a comprehensive Diversity, Equity, Inclusion, and Belonging (DEIB) inclusive leadership training program for Program of All-Inclusive Care for the Elderly (PACE) leaders to foster inclusive leadership, vision and action to advance change on critical equity-related issues in the PACE community. This initiative will support NPA's long-term strategy of developing inclusive and thoughtful leaders in PACE and will help to promote cultural competencies at the PACE leadership level, an understanding of unconscious bias within multi-cultural communities, and enhance knowledge of DEI as it relates to health equity. The consultant will collaborate with the Leadership Development Workgroup of the NPA Council on Diversity, Equity, and Inclusion Council to **develop a PACE inclusive leadership training plan, create a full course curriculum consisting of foundational level content (Phase I), and deliver/facilitate/co-facilitate initial training content (Phase II)** for a cohort of PACE leaders; then **conduct a DEIB PACE leadership training program assessment and update program curriculum (Phase III)** as appropriate.

This RFP does not oblige NPA to enter into a contract or purchase products or services from any bidder. NPA reserves the right to accept, reject, or use any information submitted in response to this RFP. Only designated members of NPA and the Leadership Development Workgroup are involved in the RFP process and will have access to responses. Those persons will be under obligation not to disclose any proprietary information received from bidders.

Potential contractors are welcome to respond to this RFP. Proposals must include a detailed timeline as well as a pricing schedule for the total cost for the supply and delivery of the required items.

Potential contractors should indicate in their proposal any development resources or software items and if they intend to use subcontractors to satisfy the requirements of the RFP.

NPA is seeking a partner who can provide the deliverables specified below. Mia Phifer, Senior Vice President, Quality and Compliance is the executive sponsor/project lead and will be the main point of contact for day-to-day communications. Throughout the

project, additional NPA staff and consultants will be called upon for their expertise and input.

Upon completion of the project, all deliverables and content therein will become the sole property of NPA.

BACKGROUND

NPA advances the efforts of Programs of All-Inclusive Care for the Elderly (PACE®) on behalf of its member PACE organizations (POs). NPA's mission is to provide leadership and support for the growth, innovation, quality and success of the PACE model of care.

The PACE model of care is recognized among consumers, health care providers and government leaders as the most innovative, accessible, valuable and effective model of care promoting the highest level of independence for individuals with significant health care needs. PACE organizations coordinate and provide all needed preventive, primary, acute and long-term care services so older individuals can continue living in the community. As of February 2024, there are 159 PACE organizations serving over 72,286 participants in 32 states and the District of Columbia.

Grounded in community culture and local circumstances, PACE organizations are focused on populations facing significant challenges in accessing care and services, such as people living in rural and medically underserved locales. NPA's member PACE organizations not only provide the entire continuum of medical care and long-term services and support required by frail older adults, but also serve as their insurer. Such care includes primary and specialty medical care; in-home services; prescription drugs; specialty care such as audiology, dentistry, optometry, podiatry and speech therapy; respite care; transportation; adult day services, including nursing, meals, nutritional counseling, social work, personal care, and physical, occupational and recreational therapies; and hospital and nursing home care, when necessary.

In 2020, NPA established the Council on Diversity, Equity and Inclusion (Council on DEI) to elevate and address issues of equity and social and racial justice. NPA believes in the fundamental principles of equity, diversity and inclusion and that proactive efforts to recognize these principles are necessary to realize the enormous opportunities that exist to increase the satisfaction and fulfillment of NPA and PACE organization staff and the experience and quality of care for PACE participants. The Council on DEI serves as a catalyst for change and an advocate for diversity, equity and inclusion through education and awareness, leadership development, workforce development, and analyses and evaluation. The Council on DEI has established workgroups to advance

activities in these areas that are intended to reinforce an inclusive culture and foster diversity and equity within PACE.

Recognizing that each PACE participant and staff person offers a unique set of ideas, beliefs and skills shaped by their heritage, background and culture, NPA considers diversity, equity and inclusivity critical to the success of PACE and essential to the empowerment, collaboration and innovation needed to maintain PACE as a leader in the health care industry. As reflected in the NPA 2022-2025 strategic plan, NPA encourages and supports responsible PACE growth through advocacy, quality, and workforce development initiatives, with a steadfast commitment to diversity, equity and inclusion.

The NPA Council on DEI has been exploring issues related to DEIB within the PACE workforce and healthcare and having open and transparent conversations about existing gaps within the PACE community. The Council on DEI has discussed hiring practices, the makeup of the PACE workforce compared to the communities served, workforce and leadership training opportunities, policies and procedures, and language and cultural barriers and competencies. However, NPA wishes to engage in a process with a subject matter expert to develop a PACE inclusive leadership training program that will enhance PACE organization's culture, awareness, and knowledge. Through the PACE inclusive leadership training curriculum, PACE leadership will learn cultural competencies, value in leveraging differences, improve cultural awareness, sensitivity, and communication, and learn and understand health equity and advocacy.

Overall, NPA's PACE inclusive leadership training curriculum results will yield positive outcomes in effectively educating PACE leaders; PACE leadership will gain increased employee and client engagement and foster effective decision-making, problem-solving, and relationships; advancing health equity and advocacy initiatives in the communities served and fostering a culture that values diversity, inclusivity, and belonging. These proactive steps will also enhance NPA's reputation and competitiveness as a leading organization in the healthcare industry that prioritizes DEIB.

PROPOSAL REQUIREMENTS

Context

Proposals must include the following information. Failure to include all of this information will result in disqualification from the review process.

- Name and lead contact information for firm (and subcontractors if applicable).
- Project understanding.

- Project approach, including significant phases and deliverables (i.e., describe your facilitation process, including the duties you perform and those you expect to be done by NPA staff or Council on DEI Leadership Development Workgroup members).
- Project work plan and timeline.
- Project budget and terms.
- Firm capabilities, including experience with similar organizations and racial equity workshop projects.
- Project team, including biographies or resumes, detailing experience with similar organizations and similar projects.
- Three (3) to four (4) professional references, specifically including contact information of three references from the past five years and project details.
- Proposals should not exceed a total of four (4) pages (excluding cover and reference page, if included).

Evaluation Criteria

Proposal packages will be reviewed and weighted based on the following criteria:

- Project understanding, issue area expertise and approach (30%)
- Related experience and references (30%)
- Knowledge of NPA and PACE (10%)
- Project budget (20%)
- Project work plan and timeline (10%)

SUBMISSION DEADLINE and SCHEDULE

Submit proposal by **5:00 P.M. EST on May 31, 2024**, to Mia Phifer, Senior Vice President, Quality and Compliance at Miap@npaonline.org. On the subject line, enter "PACE Inclusive Leadership Training Program." NPA will send an email confirmation of receipt.

- **April 1, 2024** – Issue request for proposal
- ~~**5:00 P.M. EST, April 12, 2024**~~ - Deadline for submission of questions – **Extended to May 10, 2024.**
- **5:00 P.M. EST, May 31, 2024** - Deadline for receipt of proposals
- **June 19, 2024** - Proposal evaluation process concludes
- **June 20, 2024** - Decision announced
- **June 24, 2024** – Project begins
- **October 31, 2024** – Phase I of project completed
- **March 31, 2025** - Phase II of project completed
- **May 30, 2025**- Phase III of project completed

QUESTIONS

If you have questions prior to submission date, please send to Mia Phifer, Senior Vice President, Quality and Compliance at Miap@npaonline.org by midnight EST on ~~April 12, 2024~~. **Extended to May 10, 2024.**