



NPA Council on Diversity, Equity, and Inclusion

December 13, 2021

The National PACE Association (NPA) believes in the fundamental principles of equity, diversity and inclusion and that efforts to fully realize these principles create enormous opportunities to increase the satisfaction and fulfillment of PACE staff, and the experience and quality of care for PACE participants. 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 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 healthcare industry.

In support of these fundamental principles, in July 2020 NPA launched an internal advisory group to assist in fostering an environment of diversity and inclusion within PACE, at all levels. This NPA staff driven advisory group subsequently evolved to become the NPA the Council on Diversity, Equity an Inclusion (Council), which held its inaugural meeting in March 2021. The Council is comprised of a diverse group of NPA staff, NPA member PACE organization representatives, and a NPA Board liaison.

The Council's initial meetings served to find consensus on guiding values and to gain a deeper understanding of the Board's perspective on the matter. In response, the Council's guiding values are predicated upon the following working definitions:

- **Diversity** refers to representing the varied identities and perspectives that exist among individuals including but not limited to age, race, ethnicity, gender, sexual orientation, gender identity, mental or physical ability, national origin, religion, tribe, caste, socio-economic status, and learning style.
- **Equity** refers to the promotion of justice, fairness and impartiality in treatment and in access to resources and opportunities for all with an understanding that efforts to address inequities must be informed by knowledge about the root causes of outcome disparities within our society.
- **Inclusion** refers to the creation and maintenance of a culture in which diverse identities and perspective are welcomed, supported and valued and in which all stakeholders are invited and encouraged to participate in decision-making processes and development of opportunities.

By establishing the Council, NPA acknowledges that a true commitment to the principles of equity, diversity and inclusion demands action. To that end, one of the primary objectives of the Council is to actively foster within NPA and its member organizations environments that recognize and value varying experiences and perspectives and the importance of such environments to achieving satisfaction and fulfillment among PACE staff, and the highest quality of care for PACE participants. The Council serves as a catalyst for change and advocates for equity, diversity, and inclusion, with a specific focus on four overarching priorities:

- Education and Awareness
- Leadership Development
- Workforce Development

- Analyses and Evaluation

The Council has initiated the following activities in support of these priorities.

Education and Awareness

- Leveraging the 2021 NPA Annual Conference to raise awareness around DEI
 - Incorporation of DEI principles in conference educational content
 - Developed Council on DEI [welcome message](#) to kick-off NPA annual conference
 - Facilitated roundtable and networking session during the conference to provide an opportunity for attendees to hear from a panel of PACE organizations efforts underway focused on DEI, with a specific focus on
 - Leveraging DEI training to elevate DEI and educate PACE employees on its importance
 - Using data to address (workforce diversity, healthcare disparities)
 - Building a foundation of trust, safety, and understanding among staff that both addresses the unique cultures of individual PACE sites and supports further DEI efforts
 - Inclusion of DEI focused items in conference “swag bags”
- Collaboration on NPA website redesign efforts to ensure inclusive web design, identification of strategies and solutions for inclusive and culturally sensitive interpretation
 - Collaborate with NPA communications team on website redesign to ensure that it reflects the vision for diversity, equity, and inclusion
 - Identify pertinent PACE resources to make available in multiple languages on NPA website (e.g., FAQs, Participant Bill of Rights, marketing materials)
 - Development of [Council on DEI](#) page on the NPA website
- Advancement of communication and language assistance efforts within PACE to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity
 - Identification of resources that can assist PACE organization in assessing their communication and language assistance services
 - Development of vetted list of translation and interpreter service providers to serve as a resource to PACE organizations
 - Development of resources outlining best practices for engagement of PACE staff in the provision of translation and interpreter services (e.g., training and certification, compensation)
 - Exploration of inclusion of translation and interpreter service providers in NPA’s shared services program

Leadership Development

- Development of PACE leadership to gain support and ability for DEI to drive change throughout PACE and to promote a more diverse, inclusive, and equitable workplace

- Development of sustainable approaches to promote leadership diversity in PACE
- Identification of effective strategies to educate PACE leaders on inclusive leadership skills
- Development of inclusive leadership principles to provide a foundation for the behavioral expectations for leaders in PACE to build more diverse, equitable and inclusive communities and organizations
- Evaluation of existing NPA Leadership Training Program for potential redesign regarding:
 - program marketing strategies to expand upon targeted audience
 - program delivery format to promote greater participation
 - program participation application process to promote diversity amongst participants
 - program participation costs and potential funding sources
 - integration of DEI principles in program curriculum

Analyses and Evaluation

- Convening of a DEI Learning Collaborative to deepen learnings and foster solidarity among those in PACE committed to promoting diversity, equity, and inclusion within their organizations. (2022)