



**Request for Proposals**  
**AHI PPS Training – Innovation in Recruitment and Retention**

**Posting Date: May 24, 2017**

**Submission Date:** Completed applications must be submitted by **June 30, 2017**

**I. Summary and Background**

The AHI PPS Recruitment and Retention Workgroup is currently accepting proposals to develop and deliver face to face and possibly e-learning training/presentations for sustainable strategies in recruitment and retention understanding the unique needs of the AHI PPS, including largely rural areas. The AHI Performing Provider System (PPS) is an integrated, multi-sector network of over 100 organizations and agencies serving individuals across a largely rural area of upstate New York. The network serves community members in Clinton, Essex, Franklin, Fulton, Hamilton, Saratoga, St. Lawrence, Warren, and Washington counties. The AHI PPS has been formed as a partnership to plan for and manage health care restructuring in the northern New York/Adirondack region and administer the NYS Department of Health (DOH) DSRIP (Delivery System Reform Incentive Payment) program. The nine county service area spans nearly 11,000 square miles and the network serves approximately 144,000 Medicaid beneficiaries. Due to the large size of the AHI PPS, five (5) Population Health Networks (PHNs) have been created: Queensbury/Glens Falls, Fulton County, Saranac Lake, Plattsburgh and St. Lawrence County.

DSRIP's purpose is to fundamentally restructure the health care delivery system by reinvesting in the Medicaid program. The primary goal is to stabilize the safety-net system and reduce avoidable hospital use by 25% over five years. DSRIP is aligned with the Triple Aim of improving access to care, improving quality of care, and reducing costs.

The AHI PPS has selected eleven projects to address the key community health needs in the region. More than 100 partner organizations are working on implementing these projects. A complete list of the eleven projects can be found in the appendix and [here](#).

The AHI PPS region has experienced consistent long-term shortages of certain healthcare workers. Historically this has included physicians, mid-level providers and other staff in primary care and behavioral health settings. Needs have also occurred in post-acute care (home care and skilled nursing facilities) with home health aides, personal care aides and certified nursing assistants due to high vacancy rates. Staff in these key areas are also crucial to the successful implementation of the eleven projects and the AHI PPS Recruitment and Retention Workgroup have identified recruitment and retention in primary care, behavioral health and post-acute care settings as a high priority.



In order to provide sustainable strategies for recruitment and retention for all partners, the AHI PPS Recruitment and Retention Workgroup is requesting proposals to provide learning through, theory and practice around future focused attraction, recruitment and retention strategies for rural to semi-rural regions.

## **II. Scope of Services**

Training should incorporate best practices in both public and private sectors. The identified target audience for training will be human resources staff and other managers at AHI PPS partner organizations.

Training is encouraged to include modern outlets, tools and techniques such as social media, messaging, dialogue creation, engagement, community development, generational strategies, military strategy and other tools.

Examples of possible training topics include:

### *Recruitment:*

- Recruiting the right staff to rural regions
- Recruiting multi-generational employees
- Behavioral interviewing
- Understanding the legal implications i.e., the Do's and Do not's of interviewing
- Development of recruitment toolbox for participants which could include:
  - Sample job descriptions for various position types
  - Sample advertising tools for various position types
  - Social media tools
  - Onboarding check-list

### *Retention:*

- Communication
- Effective conflict resolution
- Provide Coaching/Mentoring
- Providing constructive and positive feedback
- Effective management tools
- Employee Engagement
- Teamwork Strategies
- Recognition

### *Training Format:*

Possible proposals:

- Five (5) in-person trainings on the same topic (same training delivered in PHN)
- Two (2) in-person trainings on the same topic (same training delivered in the northern region of the AHI PPS and in the southern region of the AHI PPS)
- E-learning – online: Recorded sessions to disperse training via learning management system.

Coordination of training locations will be completed by AHI staff based upon approved proposals.



*Training/Presentation Specific Guidelines:*

Please provide specific information on each training/presentation to include:

1. Presentation description with key area of focus/expertise (include challenges in this region with mitigation strategies to address)
2. Learning objectives
3. Number of training hours for each module/course
4. Maximum class size
5. Mode of delivery
6. Experience of presenters

**III. Eligibility and Review Criteria**

Applications received will be reviewed by the AHI PPS Recruitment and Retention Workgroup with subsequent review by the Training and Resources Workgroup and the Workforce Committee if indicated. Proposals will be reviewed in accordance with the following:

Evaluation Criteria	Maximum Rating Points
Experience in recruitment and retention in rural areas.	20
Experience in training related to recruitment and retention in rural area.	20
Training Plan/Approach	30
Cost	30
MBE/WBE/Veteran	5

**IV. Instructions on Proposal Submissions:**

1. Closing Submission Date: Proposals must be submitted **no later than 6:00pm Eastern Standard Time on June 30, 2017.**
2. Inquiries regarding the RFP should be emailed to [DSRIPWorkforce@ahihealth.org](mailto:DSRIPWorkforce@ahihealth.org)
3. Conditions for Proposal: All costs incurred in the preparation of a proposal responding to the RFP will be the responsibility of the Offeror and will not be reimbursed by the AHI PPS.
4. Submission: Submit the attached application and budget template via email no later than 6pm, June 30, 2017, to [DSRIPWorkforce@ahihealth.org](mailto:DSRIPWorkforce@ahihealth.org). Include **“AHI PPS Recruitment & Retention Training RFP”** in the subject line.
5. Right to Reject: The AHI PPS reserves the right to reject any and all proposals received in response to this RFP.
6. Minority Owned Businesses: Efforts will be made to utilize women, minority and/or service disabled veteran owned businesses.
7. Notification of Award: Applications received will be reviewed by the AHI PPS Recruitment and Retention Workgroup with subsequent review by the Training and Resources Workgroup and the Workforce Committee if indicated. A decision selecting appropriate proposals will be made within 60 days of submission closing date for receipt of proposals. Funds will be awarded based on the quality of applications and the Committee’s assessment of the alignment with the needs of the AHI PPS.

**V. Contract Period**

The contract will start as soon as possible and end 3/31/18.

