

HCBS Provider Network Development



Nationwide, states are grappling with the growing gap between the number of individuals who need home and community-based services (HCBS) and the number of providers available to support them. According to the Paraprofessional Healthcare Institute, by 2030 the U.S. will need an estimated 1.2 million additional direct care providers to ensure that people with disabilities and older adults can receive care at home and in their communities. Left unaddressed, this shortage will result in avoidable outcomes, including reduced quality of care and increased institutionalization.

Public Consulting Group (PCG) Helps HCBS Providers Succeed

We are passionate about improving outcomes for individuals receiving services and supporting the providers delivering these services through our network development solution where we:



Recruit

PCG mobilizes community partners to promote in-home service provider careers and provides support to enrolling providers including:

- Developing and deploying a marketing and workforce recruitment campaign
- Partnering with community organizations to connect with target populations
- Providing one-on-one, virtual enrollment support



Train

We develop and deliver training that equips providers with the knowledge and confidence they need to improve compliance and quality of care including:

- Developing Continuing Education (CE) trainings
- Facilitating virtual and in-person trainings
- Designing micro-credentials



Retain

PCG addresses the causes of turnover by offering technical resources, retention programming, and technology aimed at retaining providers within the workforce including:

- Distributing a monthly provider e-newsletter
- Hosting PCG Match, a web-based provider directory that connects individuals in need of services with available providers
- Creating a provider toolkit offering state-approved service documentation templates
- Managing a provider peer-mentorship program

Retention Tool: PCG Match, powered by Careify®

PCG Match, powered by Careify, is aligned with the Centers for Medicare and Medicaid Services (CMS) Ensuring Access to Medicaid Services (2442) Final Rule guidance and best practices for direct care worker registries.



Solutions that Matter: Ohio Provider Expansion Project Spotlight

In 2022, the Ohio Department of Medicaid (ODM) engaged PCG to help address the provider shortage across several HCBS waiver programs. To date, our team has:

- Reached **9.5K+** prospective providers through job fairs and presentations
- Formed partnerships with **50%** of job boards in Ohio
- Enrolled **850+** providers
- Developed **12** 60-minute CE courses in one year
- Distributed **20.3K+** CE hours to providers
- Connected **5,700+** providers to training and retention resources
- **98%** of the IP mentorship program's 60 total participants remain active and in good standing

Quality Improvement at the Forefront

As a CMS-certified Quality Improvement Organization-like (QIO-like) entity, we are committed to continuous quality improvement across all facets of our work. We know quality care starts and stops with the provider and our approach to improving quality goes beyond ensuring compliance. Throughout all interactions with providers, we build trusted relationships through training, coaching, and best practice sharing and celebrating providers' growth and success along the way.



Federal resources, including increased Federal Medical Assistance Percentage (FMAP) dollars from the American Rescue Plan Act (ARPA), are available to support states' implementation of workforce development solutions.

**Contact us today to learn more about PCG's
HCBS Provider Network Development services.**

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 www.publicconsultinggroup.com