

MEETING THE CHALLENGE:

HealthCare Support's Strategic Hiring Solution for a Florida Managed Care Organization

The Challenge

A major Florida-based managed care organization faced an unprecedented hiring challenge after securing a significant new contract. To meet the needs of a rapidly expanding population across the state, they needed to onboard hundreds of **Community Resource Specialists**— quickly, and with precise regional placement.

The scale was daunting: **more than 300** roles, all requiring candidates with the right skills, local knowledge and commitment to whole-person care. The success of this project was essential to maintaining **high-quality care** for individuals and families throughout the state.

The Solution

HealthCare Support was selected as one of four staffing partners to tackle this hiring surge.

We mobilized our national recruiting team, leveraging a proprietary database of more than 3.5 million healthcare professionals to identify candidates who not only met the technical requirements, but also aligned with the partner's mission of individualized, community-focused care.

Our process emphasized local expertise, cultural fit and flexibility to adapt to evolving hiring needs.



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Over the course of the project, HealthCare Support screened and identified **858 potential candidates** for the Community Resource Specialist roles. From this pool, **287 professionals** were hired to meet our partner's immediate needs. Due to shifting priorities and program adjustments, 206 of those hires ultimately started in their new positions.

After the initial three-month assignment, **135 of those employees were converted to full-time roles**—a 66% conversion rate, far exceeding industry benchmarks for contract-to-hire placements.

Why HealthCare Support

What set HealthCare Support apart in this high-volume, high-stakes project was our ability to scale quickly without sacrificing quality or local relevance. Our experience in the healthcare arena and our deep candidate network allowed us to move fast and deliver results that matched our partner's vision for whole-person, community-based care.

Throughout the project, we remained flexible, responsive and committed to transparent communication as hiring needs evolved.

By the end of the engagement, our partner had a team of Community Resource Specialists ready to make a meaningful impact across Florida—proof that the right recruitment partner can make all the difference when the stakes are highest.



Project at a Glance

- **858 candidates identified**
- **206 starts**
- **66% of hires converted to full-time**

The Client Need

Rapid state-wide hiring for Community Resource Specialists after a major contract win.

The HCS Advantage

- National reach, local expertise
- Proprietary database of 3.5M+ healthcare candidates
- Flexible, responsive delivery

The Results

- Filled urgent hiring needs on deadline
- Exceeded industry average for contract-to-full-time conversions



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Learn more about how HealthCare Support can deliver expert clinical and non-clinical workforce solutions for your organization

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