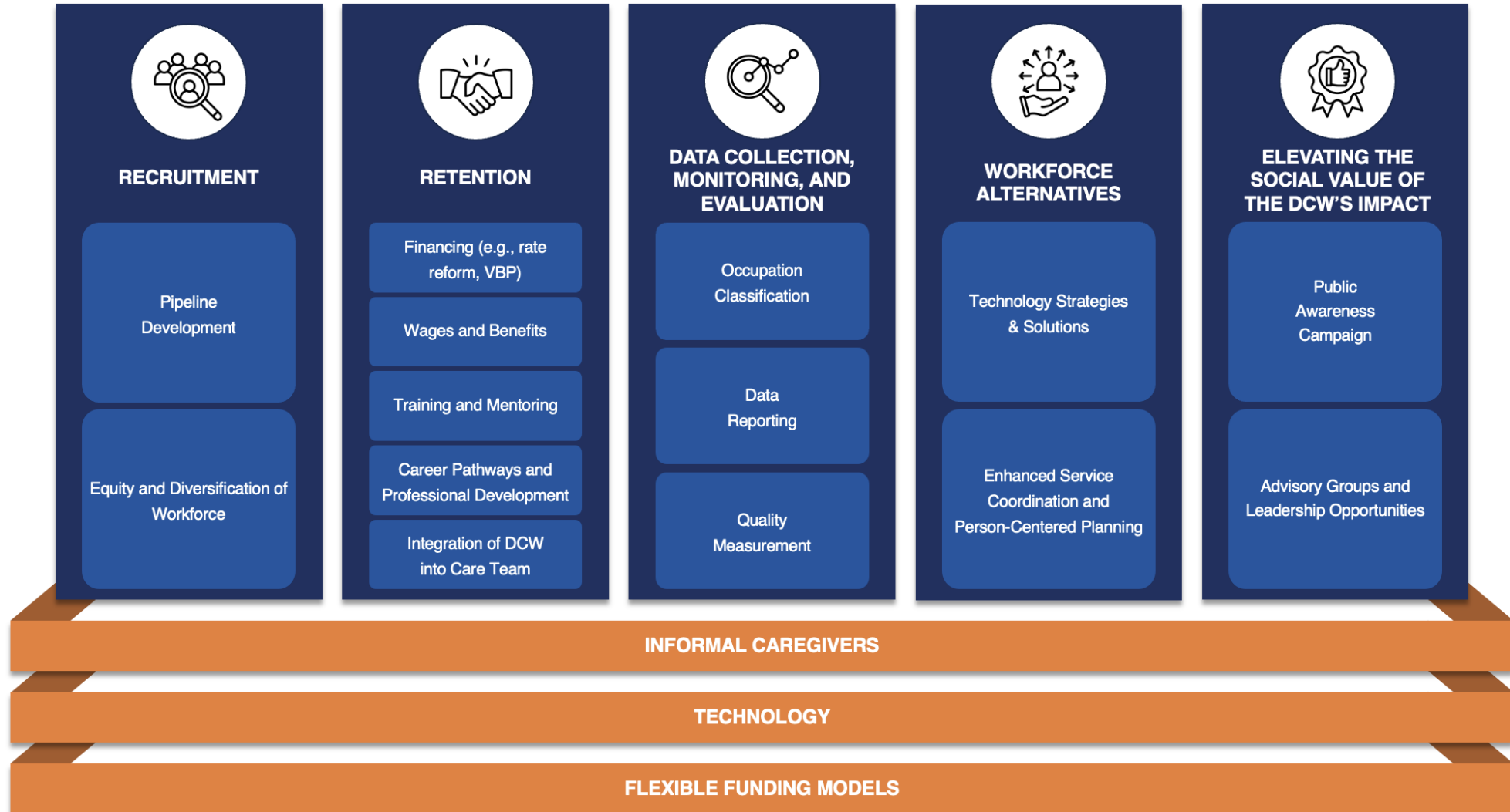


Strengthening the Direct Care Workforce:

**A Framework for Leveraging the Role of
MLTSS MCOs to Address the Workforce Crisis**

National
MLTSS
Health Plan Association

Framework for the MCO Role in Supporting the DCW



Key Principles



Collaboration & Shared Responsibility



Alignment with Local, State, and Federal Initiatives



Centering the DCW Voice



Equity



Person-Centered Planning



Informal Caregivers



Technology



Flexible Funding Models