



About Us

Starks & Hayes Consulting small Business providing human capital, workforce management, and healthcare administration solutions to federal agencies. Founded in 2019, SHC combines private-sector discipline with public-sector insight to help clients build effective organizations, improve workforce performance, and deliver measurable mission outcomes. SHC brings deep expertise in operational planning, HR strategy, and program management, supported by leadership with extensive experience in federal procurement and organizational transformation. Whether serving as a prime contractor as a teaming partner or a sub-contractor, SHC delivers value through scalable processes, transparent communication, and quality-driven performance that strengthens agency efficiency and compliance.

Core Services



Healthcare Administration & Program Support

- Medical administrative staffing and patient support services
- Referral and appointment management coordination
- Credentialing and provider data management
- Healthcare program analysis, scheduling, and workflow optimization



Human Capital & Workforce Management

- Workforce planning and staffing support
- Talent acquisition, retention, and performance management
- Employee engagement, onboarding, and training coordination
- Strategic workforce analytics and reporting



Human Resources Support Services

- HR operations, benefits administration, and personnel processing
- Records management and HR data reconciliation
- Policy and SOP development aligned with OPM and agency standards
- Classification, compensation, and position management support



Business Operations & Administrative Management

- Program management and process improvement
- Executive and operational support services
- Quality assurance and compliance oversight
- Strategic communications and stakeholder engagement

Corporate Data

UEI: QMD8CLFKLJ55

CAGE Code: 8D5G6

Primary POC: Kathleen Walker-Starks

Phone: (540)-220-7428

Email: kathleen@shconsultants01.com

Website: <https://shconsultants01.com>

Headquarters: 10 Queensland Drive, Fredericksburg, VA 22405

Mailing Address: 10 Queensland Drive, Fredericksburg, VA 22405

NAICS Codes: 541611 (P), 541430, 541513, 541519, 541511, 541612, 541614, 541715, 561110, 561421, 611420, 611430

Socio – Economic Status: SBA 8(a), SBA SDVOSB, SBA WOSB, SBA EDWOSB, SDB, SWaM



Differentiators

Proven Federal Performance: Trusted by DoD, VA, FCC, NIH, and other agencies for operational excellence and reliable delivery. **Rapid Staffing Response:** Established recruiting pipeline enabling staffing within 3–5 days of award. **Leadership Experience:** Guided by executives with decades of federal, military, and private-sector expertise. **Quality & Retention:** Over 99% incumbent retention rate and exceptional customer satisfaction metrics. **People-Centered Philosophy:** SHC prioritizes workforce wellbeing and mission alignment to sustain long-term success. **Comprehensive Compliance:** Robust internal systems ensuring adherence to federal contracting, security, and performance requirements.

“Service You Deserve from a Company You Can Trust.”



Past Performance



Defense Health Agency (DHA)

Serving as the prime on a joint venture, SHC is part of a multi-year engagement supporting the Defense Health Agency, providing call center and referral management staffing across multiple Military Treatment Facilities. The team delivered 24/7 operational coverage, managed high-volume patient communications, and maintained service continuity during transition periods. SHC's proactive recruiting and quality-control processes ensured 98% staffing consistency and top-tier patient satisfaction ratings.



National Institutes of Health (NIH)

Serving as a subcontractor, SHC provided human capital and administrative support services to the National Institutes of Health, assisting in workforce planning, personnel onboarding, and operational coordination across multiple research and administrative offices. SHC's team ensured timely and accurate processing of HR actions, facilitated communication between federal and contractor staff, and contributed to improved workflow efficiency. The engagement reflects SHC's ability to adapt its HR expertise to dynamic, research-focused federal environments while maintaining compliance with agency standards and privacy protocols.



Defense Health Agency (DHA) Integrated Referral Management and Appointing Center (IRMAC South)

Serving as a subcontractor, SHC provided healthcare administrative and referral management support across multiple Military Treatment Facilities. The team handled appointment coordination, patient communication, and referral tracking for TRICARE beneficiaries. SHC ensured operational continuity through strong quality controls, HIPAA compliance, and responsive staffing that sustained high service levels in a mission-critical environment.



VA Office of Inspector General

Serving as a sub-contractor, SHC developed policies, directives, and standard operating procedures to strengthen organizational governance and compliance across the VA OIG. The effort improved internal coordination, increased procedural consistency, and enhanced alignment with federal oversight standards. SHC's consultative approach emphasized clear documentation, effective communication, and practical implementation tailored to the agency's evolving mission.

*“Service You Deserve from a
Company You Can Trust. “*

