

NYS Health Home Care Management Workforce



Survey Results*

Health Home Care Management Workforce Crisis

The 2025 data confirms that Health Home Care Management Agencies (CMAs) are experiencing a severe challenge regarding the recruitment and retention of Care Managers (CMs). Care Management has faced recruitment and retention challenges for years and the data continues to demonstrate a dire crisis.

2025 Turnover, Vacancy Rate and Onboarding

From January 1, 2025 - October 1, 2025, of CMs who left their agencies, **77%** of respondents indicate the nature of the work (documentation and paperwork burden, complex populations, etc.) is the #1 reason that recruitment is challenging.

68 days is the average amount of time it takes to fill HHCM position from posting to start date; over **53%** stated on average **3-6 months** of onboarding.

About the 2025 Respondents

Race/Ethnicity

58% of Care Managers are BIPOC, an approximate **10% increase**.

34% of Care Managers are bi-lingual or multi-lingual, an approximate **5% increase** from last year.

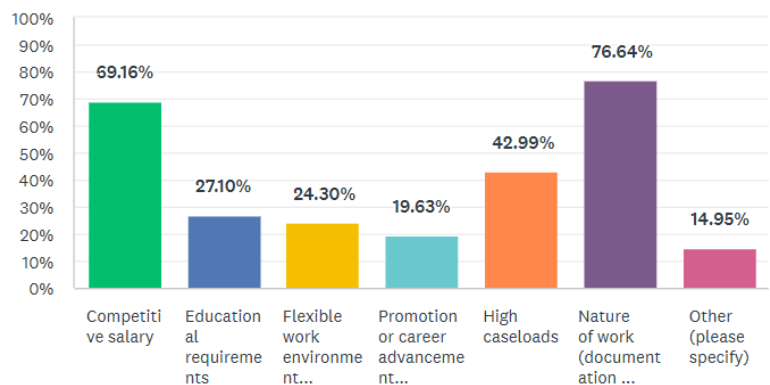
79% of Care Managers are women

Bi-Lingual Workforce Challenges

Of the agencies surveyed, **67%** struggle to find enough bi-lingual employees.

Reasons for Turnover

HHCM Staff - Why People Leave?



Of those surveyed, **58%** of care managers had a baccalaureate degree, **22%** had a master's degree and **11%** had an associates degree.

75% have over 5 years of health and human service experience

52% have over 10 years of health and human service experience

\$51,668 is the average salary for an HHCM

On average, HH enrolled members receive **8 contacts per month** with the highest acuity members receiving **over 9 contacts**.

NYS Health Home Care Management Workforce

Survey Results* Continued

Retention & Recruitment Challenges

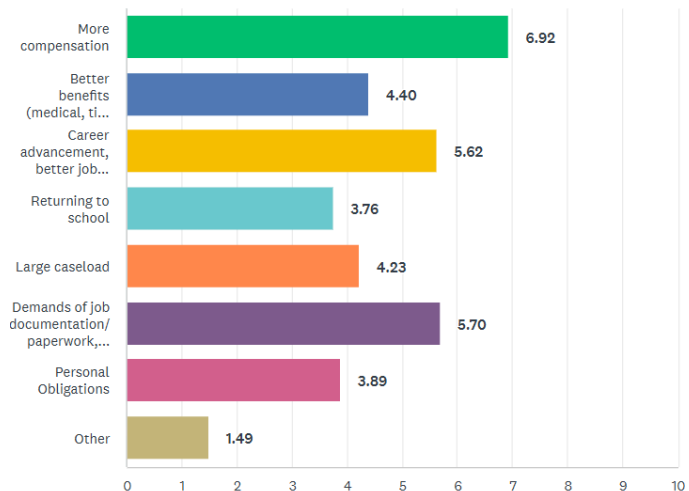
69% of CMAs surveyed stated competitive salary was a challenge impacting workforce retention, down from **70%** the previous year.

77% stated burdensome documentation and an overabundance of paperwork is a major problem. A significant increase from **75%** in 2024

67% stated recruitment was a challenge because of too few qualified applicants due to the demanding requirements and degrees needed.

26% of Care Managers work another job outside of their primary job.

What challenges do you think your agency is experiencing that impact workforce retention?



HHCM Administrative Burden

On average **66%** of a Health Home Care Management staff members time is spent on documentation and paperwork.

#1 Concern – MULTIPLE ASSESSMENTS

Additional main sources of administrative burden ranked in order:

- Assessments
- Consents
- Gathering Documents (proof of eligibility, transition of care support, etc)
- Progress notes (care notes)
- Plan of Care
- HARP/HCBS Workflow
- HML/CANS and Billing Documentation
- HHSC HCBS Documentation and Workflow



For More Information

Jackie Negri, NYS Care Management Coalition nyscaremanagement@gmail.com
Laurie Lanphear, Coalition of NYS Health Homes llanphear@hhcoalition.org
James G. Schiller, PhD, iHealth NYS james@ihealthnys.org



January 2026