

NYS Health Home Care Management Workforce



Survey Results*

Health Home Care Management Workforce Crisis

The 2023 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 faced recruitment and retention challenges previous to COVID-19, and now our data demonstrates a dire crisis.

2023 Turnover, Vacancy Rate and Onboarding

On average, from January 1, 2023 - September 1, 2023, the same number of care managers left and joined during the same time period.

Of CMs who left their agencies, **84%** of respondents indicate the nature of the work (documentation and paperwork burden, complex populations, etc.) is the #1 reason that recruitment is challenging.

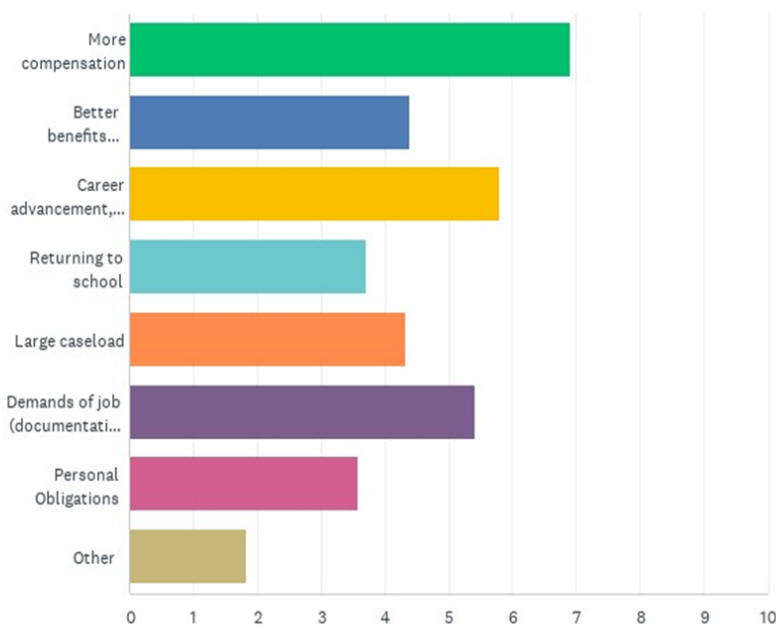
88 days is the average amount of time it takes to fill HHCM position from posting to start date; over **30%** stated **6 months-1 year** of onboarding.

53% of care managers length of employment is between 1 - 3 years.



Reasons for Turnover

HHCM Staff - Why People Leave?



About the 2023 Respondents

Race/Ethnicity

47% of Care Managers are BIPOC, an approximate **10% increase**.

Bi-Lingual Workforce Challenges

Of the agencies surveyed, **68%** struggle to find enough bi-lingual employees.

Of those surveyed, **58%** of care managers had a baccalaureate degree, **25%** had a master's degree and **9%** had an associates degree.

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

60% salary was under \$50,000

36% salary was under \$45,000

99% are face-to-face contacts with members.

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Retention & Recruitment Challenges

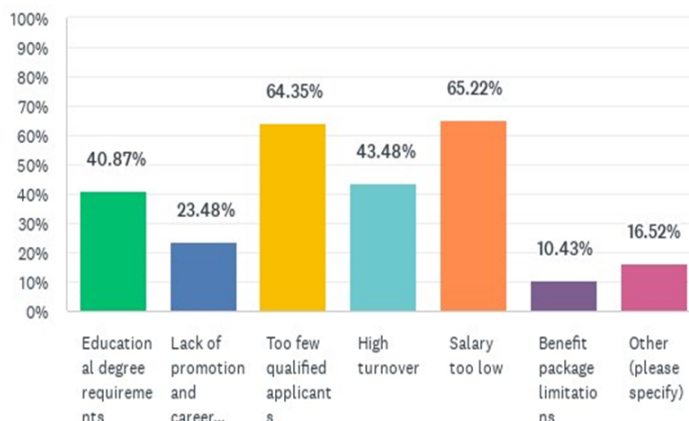
68% of CMAs surveyed stated competitive salary was a challenge impacting workforce retention, dropping from **82%** the previous year.

84% stated burdensome documentation and an overabundance of paperwork is a major problem. A significant increase from **75%** the previous year

64% stated recruitment was a challenge because of too few qualified applicants due to the demanding requirements and degrees needed.

27% 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.

43% of Care Managers are working outside of normal business hours (overtime) to complete 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.)
- HARP/HCBS Workflow
- Plan of Care
- HML/CANS and Billing Documentation
- Other (Care Notes, Duplicative Documentation)



For More Information

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