

NYS Health Home Care Management Workforce



Survey Results*

Health Home Care Management Workforce Crisis

The 2024 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.

2024 Turnover, Vacancy Rate and Onboarding

On average, from January 1, 2024 - October 1, 2024, the same number of care managers left and joined during the same time period.

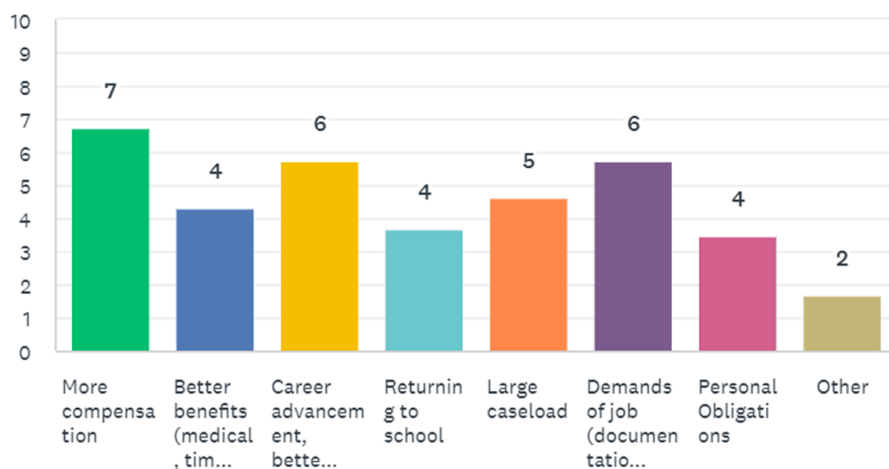
Of CMs who left their agencies, **77%** of respondents indicate the nature of the work (documentation and paperwork burden, complex populations, etc.) is the #1 reason that recruitment is challenging.

64 days is the average amount of time it takes to fill HHCM position from posting to start date; over **30%** stated on average **3-6 months** of onboarding.

Average length of employment for a HH staff member is **4.2 years**.

Reasons for Turnover

HHCM Staff - Why People Leave?



About the 2024 Respondents

Race/Ethnicity

48% of Care Managers are BIPOC, an approximate **10% increase**.

29% of Care Managers are bi-lingual or multi-lingual.

Bi-Lingual Workforce Challenges

Of the agencies surveyed, **76%** 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.

73% have over 5 years of health and human service experience

50% have over 10 years of health and human service experience

\$52,431 is the average salary for an HHCM

26% work at least a second job or more

On average, HH enrolled members receive **9 contacts per month** with the highest acuity members receiving **over 11 contacts**.

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Retention & Recruitment Challenges

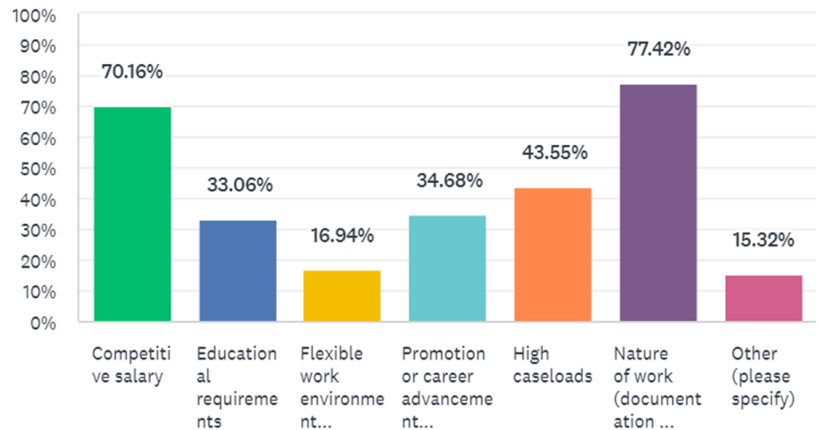
70% of CMAs surveyed stated competitive salary was a challenge impacting workforce retention, up from **62%** the previous year.

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

69% stated recruitment was a challenge because of too few qualified applicants due to the demanding requirements and degrees needed.

29% 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 **63%** 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.)
- HARP/HCBS Workflow
- Plan of Care
- HML/CANS and Billing Documentation
- Other (Care Notes, Duplicative Documentation)



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