

NYS Health Home Care Management Workforce



Survey Results*

Health Home Care Management Workforce Crisis

The 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.

2019-2021 Turnover, Vacancy Rate and Onboarding

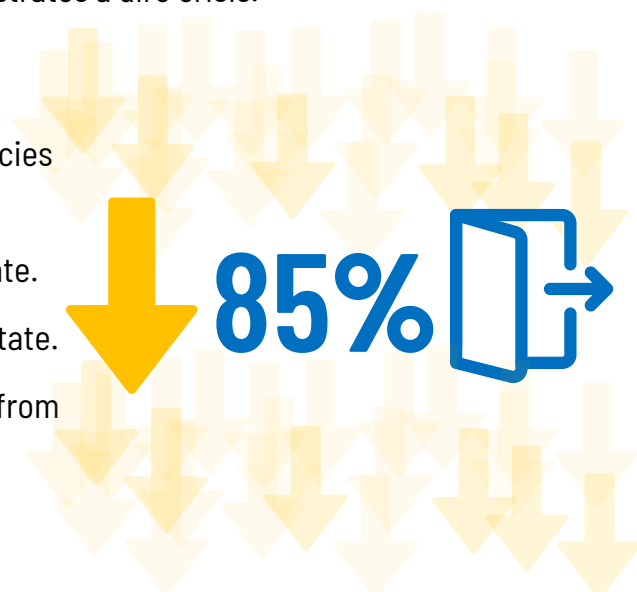
Over 85% of care managers left community care management agencies compared to the number that joined during the same time frame.

10% stated they would be leaving their job due to the vaccine mandate.

1 in 4 care management positions are open, on average across the state.

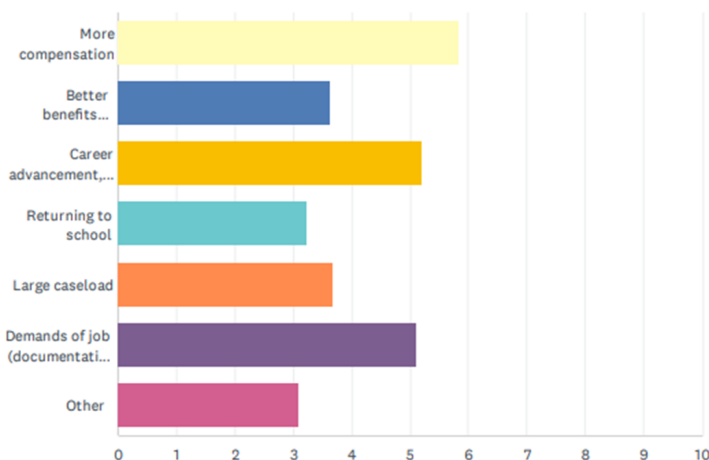
90 days is the average amount of time it takes to fill HHCM position from posting to start date; **3-6 months** of onboarding.

56% of care managers length of employment is between 1 - 3 years.



Reasons for Turnover

Q14 For Health Home Care Management staff who leave your agency what is the main reason they state for leaving? (rank in order)



Of CMs who left their agencies, roughly **52%** of respondents indicate that they left because of a higher wages and benefits, while **22%** left for career advancement and better job opportunity.

20% of care managers left because of dissatisfaction with overly burdensome paperwork.

About the Respondents

Race/Ethnicity

45% of Care Managers are BIPOC.

Bi-Lingual Workforce Challenges

Of the agencies surveyed, **65%** struggle to find enough bi-lingual employees.

Of those surveyed, **60%** of care managers had a baccalaureate degree, **35%** had a master's degree and just under **.02%** had a doctorate degree.

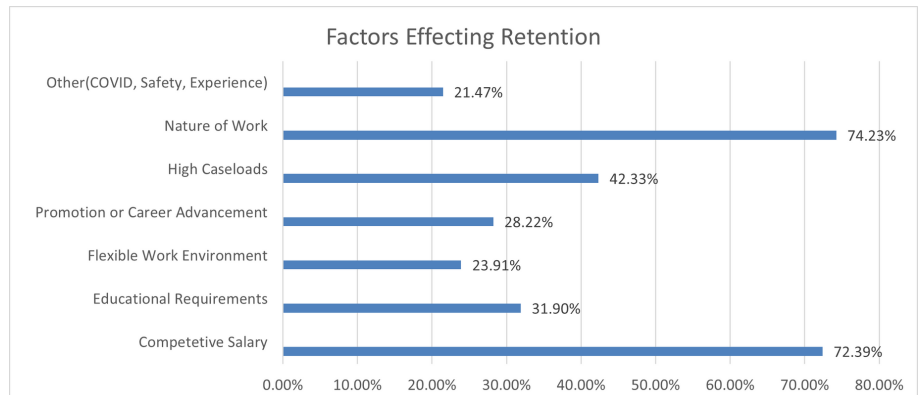
46% were employed for over 10 years and **53%** salary was under \$45,000.

Retention & Recruitment Challenges

72% of CMAs surveyed stated competitive salary was a challenge impacting workforce retention.

74% stated burdensome documentation and an overabundance of paperwork is a major problem.

32% stated recruitment was a challenge because of too few qualified applicants due to the demanding requirements and degrees needed.



HHCM Administrative Burden

On average **64%** of a Health Home Care Management staff members time is spent on documentation.

49% 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:

- Consents
- Gathering Documents (Proof of Eligibility, Transition of Care Support, etc.)
- Plan of Care
- HARP/HCBS Workflow
- HML/CANS and Billing Documentation



For More Information

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