

NYS Health Home Care Management Workforce



Survey Results*

Health Home Care Management Workforce Crisis

The 2022 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.

2022 Turnover, Vacancy Rate and Onboarding

On average, from January 1, 2022 - September 1, 2022, the same number of care managers left and joined during the same time period.

Of CMs who left their agencies, roughly **82%** of respondents indicate competitive salary is the #1 reason that recruitment is challenging.

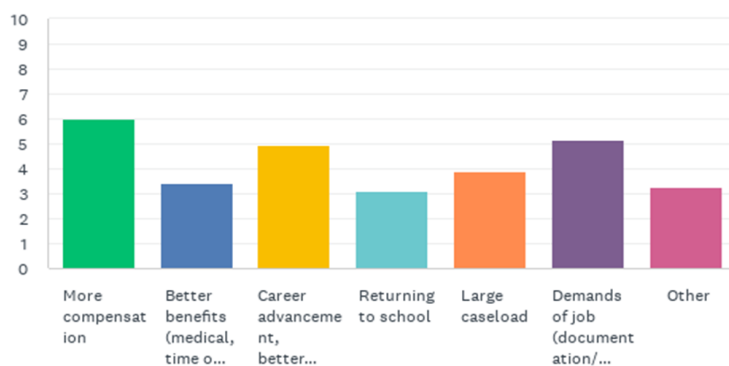
90 days is the average amount of time it takes to fill HHCM position from posting to start date; over **30%** stated **6 months-1 year** of onboarding.

54% of care managers length of employment is between 1 – 3 years.



Reasons for Turnover

Why People Leave?



About the 2022 Respondents

Race/Ethnicity

49% of Care Managers are BIPOC, an approximate **10% increase**.

Bi-Lingual Workforce Challenges

Of the agencies surveyed, **73%** struggle to find enough bi-lingual employees.

Of those surveyed, **62%** of care managers had a baccalaureate degree, **26%** had a master's degree and **12%** had an associates degree.

49% were employed for over 10 years and

44% salary was under \$45,000.

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

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Retention & Recruitment Challenges

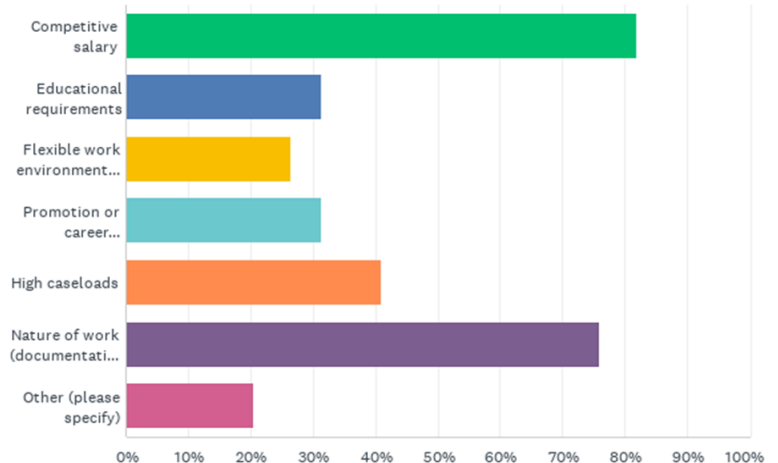
82% of CMAs surveyed stated competitive salary was a challenge impacting workforce retention, **10% more** than the previous year.

75% 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.

27% of Health Home staff work at least a second 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.

27% of Care Managers work another job outside of their primary job.

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.)
- Plan of Care
- HARP/HCBS Workflow
- HML/CANS and Billing Documentation



For More Information

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