



INFORMATIONAL MEMO

Title: Case Manager Retention Payments and Bonus Case Management Redesign	Topic: Case Manager Retention Payments and Bonus Phase 3 Grant
Audience: Colorado Home and Community Base Service (HCBS) Case Management Agencies (CMA)	Sub-Topic: Case Manager Retention Payments and Bonus Phase 3 Grant Application and Process
Supersedes Number: HCPF IM 23-015 and HCPF IM 22-043	Division: Case Management and quality Performance Division
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Purpose and Audience:

The purpose of this Informational Memo is to inform Colorado Home and Community-Based Services (HCBS) Case Management Agencies (CMA) of the third round of the Case Management retention payment and sign on bonus grant opportunity and application processes.

Background:

Case Management Redesign (CMRD) refers to several initiatives aimed at simplifying access to long-term services and supports, creating stability for the case management system, increasing and standardizing quality requirements, ensuring accountability, and achieving federal compliance. It was initiated in 2014, with a federal requirement for a conflict-free case management system and was further developed with input

from stakeholders to create a more simplified system. The Colorado General Assembly passed HB 21-1187 to implement this effort.

It is crucial to keep the local expertise and knowledge of Colorado Case Management (CM) staff throughout the CMRD transition process. To facilitate this, HCPF has created a retention payment grant to encourage staff to remain employed with current CMA throughout their companies' transitions.

Information:

HCPF has contracted with Public Consulting Group (PCG) to manage the grant application process for additional retention payments to CMA CM staff. The first **retention payment grant** was completed April 2023. The second-round **retention payment grant** concluded on Aug. 15, 2023. This memo therefore supersedes IM 22-043 & HCPF IM 23-015. This memo outlines the instruction to receive a third **retention payment grant (for all CMAs) and sign on bonus grant (for incoming agencies only)**.

Case Management Retention Payment Three:

Each CMA may submit a grant application for qualifying CMA staff beginning **Friday, Sept. 1, 2023, and ending Friday, Sept. 15, 2023**. To be eligible, staff must be performing job duties of Case Aide, Case Manager or Case Manager Supervisor at least 50% of their working hours.

For CMAs serving multiple service areas and/or holding multiple CMA contracts with HCPF, a single grant application should be submitted. **HCPF will process the applications and provide approval or denial to applying CMAs by Saturday, Sept. 30, 2023**. CMAs approved for the grant will complete a grant agreement with PCG and receive a lump sum payment from PCG in the manner in the agreement. CMAs approved for the grant must submit periodic reports to PCG using the HCPF-requested forms and/or one with the same information of the agency's choosing.

For the CMAs awarded a contract through CMRD and applying for CM sign on bonus funds (incoming CMAs), a one-page project work plan is required with the application. This should include a project timeline with an estimated number of CMs receiving a sign on bonus, payment disbursement plan, dates of payments to staff, and a short description of how your payment plan structure will encourage CMs to continue CM activities within your organization.

CMAs are responsible to pay the retention payments and sign on bonus to eligible staff within the time frames specified in their workplans.

HCPF expects these funds are used to support the retention of CM staff during this transition period. CMAs will develop an internal procedure to incentivize retention of CMs to achieve HCPF's goals through the transition of CMRD through July 2024.

It is also HCPF's expectation that the CMAs awarded the new contracts will use the sign on bonus through the 5.01 ARPA retention and sign on bonus grant to encourage new CM talent to apply as well as keep the local knowledge of CMs to provide high quality case management after CMRD completion. However, priority for this funding should be given to CM staff who are retained from the incoming or outgoing agencies and have maintained their work throughout the CMA transitions.

Eligibility:

Outgoing CMAs are eligible for the retention bonus amount defined below. Incoming CMAs with CMRD transitions are eligible for both the retention bonuses and the sign on bonuses. All incoming and outgoing CMAs will apply for the up-front retention bonus and/or sign-on bonus grant payments on the same application at the same time as it pertains to their eligibility.

Retention Bonus:

Up to \$1000 per Case Aide, Case Manager and Case Manager Supervisor who has been with the CMA for 6 months or longer. HCPF encourages agencies to pay this in the last month of their contract, depending on the CMA phase of transition, to ensure staff retention throughout the contract period. CMAs may also choose to break up their payments to staff to incentivize staff retention.

Requirements for \$1000 retention funds:

- Staff must be employed at the applying CMA for six months or longer at the time of the retention payment to be eligible.
- Staff must have completed required training and be in good standing with the applying agency's performance standards.
- CMA executive leadership must fill out the Grant Application and check each Statement of Assurance with approval from the Department to receive payment.

Sign-on Bonus:

Up to \$1500 per Case Aide, Case Manager and Case Manager Supervisor for sign on bonus with the CMA awarded a contract through the CMRD process (incoming agencies only). Sign-on bonuses are intended for CMA's current staff and the staff they are recruiting from outgoing agencies who are experienced in their field to continue working after the new contract start dates. Sign-on bonus dollars may also be used for staff retention and recruitment activities such as training, staff development, meals, or other such activities when or if the agency is not allowed or able to provide individual payments to staff.

Requirements for \$1500 sign on bonus funds:

- Staff must be hired by a CMA who has been awarded a new CMA contract through the CMRD.
- Staff must be hired in the role of Case Aide, Case Manager or Case Manager Supervisor.
- CMA executive leadership must fill out the Grant Application and check each Statement of Assurance with approval from the Department to receive payment.

One hundred percent of the gross funds must go to the staff receiving the retention and bonus payment whenever possible and as outlined in the workplan. The CMA is responsible for completing the proper withholding of employment taxes or other fees required with the retention payment through their payroll system. PCG will provide payment in a lump sum to approved CMAs and track their spending reports accordingly.

Grant applications open: Friday, Sept. 1, 2023

Grant applications closed: Friday, Sept. 15, 2023

Grants Award Notification: Saturday, Sept. 30, 2023

Lump Sum Payments to CMAs: Sunday, Oct. 15, 2023

CMA reports to PCG:

Because this is a lump sum amount, all incoming and outgoing CMAs will be required to submit quarterly reports outlining use of funds between award and September 2024. Report content will be communicated by and with the contractor, PCG and will be due in the following timeframes:

- Monday, Jan. 15, 2024
- Monday, April 15, 2024
- Monday, July 15, 2024
- Sunday, Sept. 15, 2024

Suggested Staff Retention Payment Structure will depend on CMA Transition Phases:

- Oct. 1 to Oct. 31, 2023
- Feb. 1 to Feb. 28, 2024
- June 1 to June 30, 2024

Suggested Staff Sign on Bonuses for CMs continuing CM after transition to CMA awarded a contract through CMRD completion

- 2 to 3 months after new contract start date

ATTENTION:

Funds will **NOT** be granted if the application/attestation has not been filled out in its entirety by the authorized representative signing the form. Funds may not be used for any payments or activities completed prior to HCPF application approval.

HCPF values the contributions CMA staff provide to the Home and Community-Based Services (HCBS) community and retaining their expertise throughout CMRD.

Attachment(s):

None

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