

Home and Community Based Services (HCBS) Rate Study

Provider Survey Analysis

- prepared for -

New Mexico Health Care Authority -
Developmental Disabilities Supports Division

- prepared by -

Burns & Associates, a Division of Health Management Associates
<https://www.healthmanagement.com/about/burns-associates/>

November 6, 2025

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Table of Contents

Survey Participation by Waiver and Service	1
Direct Care Staff Wages, Training, and Turnover	
Direct Care Wages (Employees).....	3
Direct Care Wages (Contractors).....	4
Average Annual Turnover Rates Reported by Providers per Staff Type.....	5
Average Annual Training Hours in First and After First Year of Service per by Staff Type.....	6
Direct Care Staff Benefits	
Benefits for Direct Care Workers.....	8
Administration and Program Support	
Administration and Program Support Costs.....	9
Service-Specific Factors	
Supported Living and Intensive Medical Living Services (Developmental Disabilities Waiver).....	12
Supported Living and Intensive Medical Living Services Details (Developmental Disabilities Waiver).....	13
Family Living (Developmental Disabilities Waiver).....	17
Family Living Details (Developmental Disabilities Waiver).....	19
Customized In-Home Supports (Developmental Disabilities Waiver).....	20
In-Home Living Supports (Mi Via Waiver).....	21
Home Health Aide (Medically Fragile Waiver).....	22
Respite (Developmental Disabilities Waiver and Medically Fragile Waiver).....	23
Customized Community Support, Individual (Developmental Disabilities Waiver).....	24
Customized Community Support, Group (Developmental Disabilities Waiver).....	25
Community Integrated Employment - Individual (Developmental Disabilities Waiver).....	28
Community Integrated Employment - Self Employment (Developmental Disabilities Waiver).....	30
Community Integrated Employment - Group (Developmental Disabilities Waiver).....	31
Behavioral Support Consultation (All Waivers).....	32
Adult/ Private Duty Nursing - Registered Nurses (All Waivers).....	33
Adult/ Private Duty Nursing - Licensed Practical Nurses (All Waivers).....	34
Therapy Services - Physical Therapists (All Waivers).....	35
Therapy Services - Occupational Therapists (All Waivers).....	36
Therapy Services - Speech Language Pathologists (All Waivers).....	37
Therapy Services - Physical Therapy Assistants (All Waivers).....	38
Therapy Services - Occupational Therapy Assistants (All Waivers).....	39
Nutritional Counseling (All Waivers).....	40

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Survey Participation by Waiver and Service

	Response Rate (Billing Providers)			Response Rate (FY2024 Payments)		
	Ct. Providers	Ct. Responded	Response Rate	Total FY24 Claims	Claims w/ Response	Response Rate
Developmental Disabilities Waiver - Total	171	151	88%	\$457,122,128	\$407,231,309	89%
Supported Living	53	46	87%	\$189,459,526	\$163,956,386	87%
Family Living	51	47	92%	\$104,220,108	\$95,934,267	92%
Intensive Medical Living Services	8	8	100%	\$4,363,110	\$4,363,110	100%
Customized In-Home Supports	47	43	91%	\$14,536,196	\$13,216,630	91%
Respite	37	34	92%	\$4,871,001	\$4,505,038	92%
Customized Community Support, Group	60	53	88%	\$17,384,355	\$14,793,380	85%
Customized Community Support, Individual	69	62	90%	\$68,478,157	\$60,459,624	88%
CIE - Group	5	4	80%	\$379,331	\$379,287	100%
CIE - Maintenance (including Intensive)	33	30	91%	\$4,246,230	\$3,722,571	88%
CIE - Self Employment	9	9	100%	\$281,681	\$281,681	100%
Behavior Support Consultation	27	24	89%	\$9,519,928	\$8,986,340	94%
Nutritional Counseling	2	1	50%	\$82,110	\$7,245	9%
Adult Nursing Services, LPN	17	12	71%	\$225,456	\$174,705	77%
Adult Nursing Services, RN	51	46	90%	\$2,611,827	\$2,487,368	95%
Occupational Therapy	26	23	88%	\$7,189,737	\$6,894,598	96%
Occupational Therapy Assistant	16	14	88%	\$3,200,234	\$2,740,489	86%
Physical Therapy	31	28	90%	\$7,222,061	\$6,166,477	85%
Physical Therapy Assistant	18	16	89%	\$3,215,481	\$3,019,362	94%
Speech Language Pathology	35	30	86%	\$15,635,599	\$15,142,751	97%

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Survey Participation by Waiver and Service

	Response Rate (Billing Providers)			Response Rate (FY2024 Payments)		
	Ct. Providers	Ct. Responded	Response Rate	Total FY24 Claims	Claims w/ Response	Response Rate
Medically Fragile Waiver - Total	12	6	50%	\$1,659,403	\$1,176,944	71%
Respite	6	4	67%	\$986,191	\$720,753	73%
Home Health Aide	3	3	100%	\$408,157	\$408,157	100%
Private Duty Nursing – Adults- RN	3	2	67%	\$210,205	\$2,581	1%
Private Duty Nursing – Adults- LPN	1	1	100%			100%
Nutritional Counseling	1	0	0%			0%
Behavior Support Consultation	1	1	100%			100%
Occupational Therapy	1	0	0%			0%
Customized Community Support, Group	3	1	33%			51%
Mi Via Waiver						
In-Home Living Supports	45	26	58%	\$117,754,206	\$100,819,317	86%

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Direct Care Wages (Employees)

	Survey Count	Employees						Employees Excluding Supervisors					
		Reported Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Reported Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Direct Support Professional	63	4,839,262	\$18.60	\$17.73	\$17.52	\$18.49	\$17.22	4,415,557	\$18.00	\$17.34	\$17.21	\$18.13	\$16.86
Registered Nurse	12	27,944	\$55.27	\$46.33	\$45.12	\$43.62	\$43.58	19,012	\$57.29	\$57.29	\$45.12	\$43.59	\$43.59
Licensed Practical Nurse	7	27,922	\$30.97	\$32.63	\$31.32	\$30.84	\$31.52	25,842	\$30.40	\$31.97	\$31.32	\$30.45	\$31.16
Behavioral Support Consultant	4	8,330	\$45.70	\$45.70	\$39.83	\$44.95	\$44.95	6,250	\$51.80	\$51.80	\$41.35	\$50.79	\$50.79
Physical Therapist	3	9,584	\$85.46	\$85.46	\$94.59	\$90.34	\$90.34	4,703	\$106.44	\$106.44	\$106.44	\$109.59	\$109.59
Occupational Therapist	2	7,437	\$105.62	\$105.62	\$105.62	\$112.54	\$112.54	5,120	\$108.63	\$108.63	\$108.63	\$108.63	\$108.63
Occupational Therapist Assistant	2	4,256	\$81.13	\$81.13	\$81.13	\$87.03	\$87.03	4,256	\$81.13	\$81.13	\$81.13	\$87.03	\$87.03
Speech Language Therapist	5	40,073	\$101.40	\$101.40	\$105.19	\$107.02	\$107.02	38,366	\$99.90	\$99.90	\$102.60	\$105.81	\$105.81
Dietician	0	0	-	-	-	-	-	0	-	-	-	-	-
Home Health Aide	2	7,097	\$12.94	\$12.94	\$12.94	\$13.15	\$13.15	7,097	\$12.94	\$12.94	\$12.94	\$13.15	\$13.15

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Direct Care Wages (Contractors)

	Survey Count	Contractors						Contractors Excluding Supervisors					
		Reported Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Reported Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Direct Support Professional	21	2,333,597	\$17.21	\$17.19	\$16.07	\$17.01	\$18.01	2,251,677	\$17.23	\$17.22	\$15.75	\$17.07	\$18.12
Registered Nurse	2	2,251	\$35.00	\$35.00	\$35.00	\$22.28	\$22.28	2,251	\$35.00	\$35.00	\$35.00	\$22.28	\$22.28
Behavioral Support Consultant	17	69,062	\$76.21	\$76.25	\$78.66	\$65.29	\$75.82	65,595	\$72.25	\$75.21	\$77.68	\$63.70	\$75.77
Physical Therapist	13	17,909	\$115.91	\$115.91	\$114.00	\$127.69	\$127.69	13,062	\$111.60	\$111.60	\$103.07	\$122.18	\$122.18
Physical Therapist Assistant	6	6,031	\$75.34	\$75.34	\$77.61	\$77.90	\$77.90	6,031	\$75.34	\$75.34	\$77.61	\$77.90	\$77.90
Occupational Therapist	14	23,288	\$106.73	\$101.62	\$109.52	\$106.83	\$103.94	13,026	\$105.85	\$99.12	\$107.38	\$110.94	\$105.93
Occupational Therapist Assistant	8	14,557	\$73.06	\$73.06	\$75.99	\$68.93	\$68.93	14,467	\$71.07	\$71.07	\$75.83	\$68.81	\$68.81
Speech Language Therapist	16	30,661	\$115.70	\$120.60	\$111.77	\$123.30	\$126.64	29,389	\$115.83	\$120.74	\$111.77	\$122.02	\$125.46
Dietician	0	0	-	-	-	-	-	0	-	-	-	-	-

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Average Annual Turnover Rates Reported by Providers per Staff Type

	Employees						Contractors					
	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Direct Support Professional	38	46.0%	44.0%	46.0%	54.0%	50.0%	12	26.0%	19.0%	19.0%	32.0%	28.0%
Registered Nurse	2	28.0%	28.0%	28.0%	28.0%	28.0%	0	-	-	-	-	-
Licensed Practical Nurse	1	20.0%	20.0%	20.0%	20.0%	20.0%	0	-	-	-	-	-
Behavioral Support Consultant	2	67.0%	67.0%	67.0%	76.0%	76.0%	4	51.0%	51.0%	49.0%	33.0%	33.0%
Physical Therapist	0	-	-	-	-	-	1	30.0%	30.0%	30.0%	30.0%	30.0%
Physical Therapist Assistant	0	-	-	-	-	-	0	-	-	-	-	-
Occupational Therapist	1	50.0%	50.0%	50.0%	50.0%	50.0%	4	24.0%	24.0%	32.0%	22.0%	22.0%
Occupational Therapist Assistant	0	-	-	-	-	-	2	24.0%	24.0%	24.0%	22.0%	22.0%
Speech Language Therapist	1	6.0%	6.0%	6.0%	6.0%	6.0%	0	-	-	-	-	-
Dietician	0	-	-	-	-	-	0	-	-	-	-	-
Home Health Aide	1	35.0%	35.0%	35.0%	35.0%	35.0%	0	-	-	-	-	-

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Average Annual Training Hours in First and After First Year of Service per by Staff Type

Training Hours in First Year						Training Hours After the First Year						Est. Annual Training Hours Based on Reported Turnover					
Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	

Employees

Direct Support Professional	46	144	69	57	312	88	45	37	27	20	56	39	90	48	39	184	64
Registered Nurse	9	61	53	54	65	58	10	21	13	11	24	17	32	24	23	36	28
Licensed Practical Nurse	6	68	68	48	81	81	6	34	34	28	41	41	40	40	32	49	49
Behavioral Support Consultant	4	922	922	74	547	547	4	104	104	23	68	68	726	726	62	432	432
Physical Therapist	3	37	37	40	41	41	3	15	15	14	14	14	-	-	-	-	-
Occupational Therapist	2	29	29	29	45	45	2	10	10	10	14	14	19	19	19	29	29
Occupational Therapist Assistant	2	26	26	26	44	44	2	9	9	9	14	14	-	-	-	-	-
Speech Language Therapist	3	46	46	45	45	45	3	12	12	14	14	14	14	14	16	16	16
Dietician	0	-	-	-	-	-	0	-	-	-	-	-	-	-	-	-	-
Home Health Aide	2	60	60	60	69	69	2	50	50	50	54	54	54	54	54	59	59

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Average Annual Training Hours in First and After First Year of Service per by Staff Type

Training Hours in First Year							Training Hours After the First Year						Est. Annual Training Hours Based on Reported Turnover					
Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers		Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Contractors

Direct Support Professional	17	42	37	40	43	43	16	15	14	12	19	19		23	20	20	26	26
Behavioral Support Consultant	13	52	52	41	43	43	13	18	18	20	22	22		29	29	27	28	28
Physical Therapist	8	45	45	48	51	51	9	16	15	15	16	15		24	24	25	26	26
Physical Therapist Assistant	3	53	53	50	45	45	3	18	18	18	16	16		-	-	-	-	-
Occupational Therapist	10	53	45	48	54	48	10	16	14	15	19	16		24	21	22	27	23
Occupational Therapist Assistant	6	61	61	53	51	51	6	19	19	19	26	26		28	28	26	32	32
Speech Language Therapist	8	36	29	35	39	31	10	14	14	15	15	15		-	-	-	-	-
Dietician	0	-	-	-	-	-	0	-	-	-	-	-		-	-	-	-	-

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Benefits for Direct Care Workers

	Full-Time	Part-Time
Responding Providers	85	55
Ct. Reported Staff	3,094	1,197

Benefit	Access to Benefit				Eligibility among Agencies that Offer Benefit										Benefit Level Among Staff Receiving Benefit ²					Effective Benefit Level ³
	Responding Agencies	# of Agencies that Offer	% of Agencies that Offer	% of Staff who Have Access	% of Staff Eligible					% of Staff Participating					Benefit Level					
					Average (Mean) with Outliers	Average (Mean) without Outliers	Median	Weighted Average with Outliers ¹	Weighted Average without Outliers ¹	Average (Mean) with Outliers	Average (Mean) without Outliers	Median	Weighted Average with Outliers ¹	Weighted Average without Outliers ¹	Average (Mean) with Outliers	Average (Mean) without Outliers	Median	Weighted Average with Outliers ¹	Weighted Average without Outliers ¹	

Full-Time

Holidays	89	67	75%	91%	97%	99%	100%	96%	98%						8.2	8.1	8.5	8.0	8.0	7.2
Paid Time Off	89	70	79%	95%	95%	99%	100%	93%	99%						11.6	10.7	10.0	11.6	10.4	9.8
Health Insurance	89	58	65%	90%	95%	98%	100%	86%	96%	45%	45%	38%	36%	36%	\$677	\$590	\$586	\$558	\$549	\$176
Other Benefits	89	53	60%	70%	96%	98%	100%	94%	95%	69%	69%	84%	65%	65%	\$137	\$99	\$57	\$107	\$53	\$24

Part-Time

Holidays	59	34	58%	12%	94%	100%	100%	94%	99%						7.2	7.0	7.0	7.3	7.2	0.9
Paid Time Off	58	39	67%	12%	95%	98%	100%	95%	98%						6.4	5.4	6.0	6.3	5.8	0.7
Health Insurance	57	8	14%	9%	73%	86%	78%	70%	78%	55%	55%	55%	40%	40%	\$826	\$1	\$826	\$826	\$826	\$30
Other Benefits	54	18	33%	7%	92%	97%	100%	87%	99%	69%	69%	100%	77%	77%	\$55	\$55	\$58	\$51	\$51	\$3

Worker's Compensation (amount per \$100 wages)															\$2.31	\$1.99	\$1.89	\$2.45	\$2.01	
State Unemployment Security Tax Rate															1.04%	0.72%	0.57%	0.89%	0.84%	

¹Weighted averages are weighted by reported staff for each employment type (full-time and part-time).

²Holidays and paid time off represent days per year; health insurance and other benefits represent the monthly employer-paid premiums (excluding employee contributions).

³The effective benefit level is calculated by multiplying the weighted average (without outliers) benefit level by the "% of Staff who Have Access" and by the "% of Staff Participating" for health insurance and other benefits, or by the "% of Staff who Have Access" by the "% of Staff Eligible" for holidays and paid time off.

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Administration and Program Support Costs

Admin. (All Respondents)	Admin. (Respondents <50%)	Prog. Support (All Respondents)	Prog. Support (Respondents <50%)
--------------------------	---------------------------	---------------------------------	----------------------------------

Summary

Count of Providers	120	110	123	120
Program revenues	\$424,294,742	\$418,507,524	\$449,114,236	\$448,519,616
Median rate (excluding Gross Receipts Tax)	16.9%	15.0%	8.4%	8.0%
Weighted average rate (excluding Gross Receipts Tax)	13.3%	12.4%	9.1%	9.0%
Median Gross Receipts Tax rate	7.5%	7.5%		
Weighted average Gross Receipts Tax (GRT) rate	6.6%	6.6%		

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Administration and Program Support Costs

	Admin. (All Respondents)	Admin. (Respondents <50%)	Prog. Support (All Respondents)	Prog. Support (Respondents <50%)
Staffing Costs				
Wages	\$31,607,317	\$24,697,161	\$27,792,882	\$24,501,494
Payroll taxes and benefits	\$5,851,411	\$5,006,206	\$5,187,449	\$4,398,964
Subtotal - Staffing Costs	\$37,458,728	\$29,703,367	\$32,980,331	\$28,900,458
Benefits Rate	18.5%	20.3%	18.7%	18.0%
Other Operating Costs				
<i>Facility Expenses Supporting Administrative/ Program Support/ Other Functions</i>				
Other facility rent/mortgage/depreciation	\$1,573,721	\$1,426,650	\$823,820	\$823,820
Other facility repairs and modifications	\$202,211	\$186,245	\$191,413	\$191,413
Other facility maintenance/janitorial/landscaping/snow removal/pest control	\$129,361	\$114,759	\$160,642	\$160,642
Other facility utilities/telecommunications/etc.	\$419,731	\$399,936	\$353,349	\$353,349
<i>Other Service-Specific Expenses</i>				
Non-staff recruitment, certification, and placement expenses for Family Living homes	\$16,152	\$16,152	\$3,340	\$3,340
Electronic Visit Verification-related costs (e.g., equipment, software)	\$109,793	\$109,793	\$10,300	\$10,300
Equipment and software for remote support and telehealth services	\$19,938	\$200	\$242,541	\$222,803
<i>Travel Expenses</i>				
Agency owned/leased vehicle expenses	\$976,232	\$623,455	\$1,318,809	\$1,131,687
Reimbursement for use of staff personal vehicles	\$514,431	\$457,565	\$374,351	\$374,351
Other travel related expenses (e.g., airfare for out of state travel)	\$194,141	\$167,909	\$205,945	\$185,048
<i>Taxes, Interest, and Insurance</i>				
New Mexico Gross Receipts Taxes (GRT)	\$21,174,521	\$20,154,075	\$0	\$0
Other taxes (exclude payroll taxes and personal income taxes)	\$2,098,840	\$2,050,129	\$0	\$0
Interest expense (non-mortgage and non-vehicle)	\$2,328,836	\$1,550,806	\$0	\$0
All general insurance (exclude vehicle insurance and staff benefits)	\$6,256,758	\$5,443,241	\$253,782	\$0

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Administration and Program Support Costs

	Admin. (All Respondents)	Admin. (Respondents <50%)	Prog. Support (All Respondents)	Prog. Support (Respondents <50%)
<i>All Other Operating Expenses</i>				
Licensing/certification/accreditation fees	\$187,308	\$142,204	\$128,744	\$127,644
Hiring expenses (e.g., advertising, background checks, placement fees, etc.)	\$348,752	\$272,081	\$299,491	\$254,544
Training Expense (e.g., fees and materials; exclude staff payroll costs)	\$2,050,056	\$357,665	\$313,428	\$264,387
Office equipment and furniture	\$535,930	\$470,166	\$250,679	\$246,887
Information technology expense (e.g., computers and software)	\$1,532,311	\$986,080	\$801,119	\$770,844
Office supplies (include postage)	\$881,210	\$781,332	\$420,586	\$402,943
Advertising	\$397,768	\$389,562	\$155,530	\$148,924
Dues and subscriptions	\$186,817	\$172,841	\$181,538	\$179,315
Clinical consulting - pharmaceutical consultants, therapeutic consultants, etc.	\$108,583	\$82,134	\$206,669	\$204,089
Professional consulting - legal/accounting/payroll processing fees/etc.	\$2,197,602	\$2,100,192	\$470,519	\$420,581
Staff immunizations	\$452	\$416	\$2,907	\$2,907
Personal protective equipment	\$54,097	\$48,661	\$27,853	\$27,853
Allocated corporate office overhead	\$2,526,534	\$2,398,167	\$265,942	\$265,942
All other expenses	\$2,224,630	\$1,322,119	\$512,929	\$284,029
Subtotal - Other Operating Costs	\$49,246,718	\$42,224,536	\$7,976,225	\$7,057,643
Grand Total	\$86,705,446	\$71,927,903	\$40,956,556	\$35,958,101

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Supported Living and Intensive Medical Living Services (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	44				
Number of homes managed by responding providers	452				
Number of individuals residing in the homes	1,237				

Home Characteristics

Average absence days per individual per year (due to hospitalization, vacation, etc.)		8	7	6	7	7
Percent of agencies that permit overnight shiftworkers to sleep	20%					
Of these agencies, percent that pay the same wage for asleep hours as awake hours	31%					

Activities Outside of the Home

Percent of individuals participating in activities outside the home		88%	95%	100%	89%	94%
Average number of hours per week participants are scheduled to participate		29	30	30	29	30
Average number of hours per week participants actually participate		25	25	25	23	23

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Supported Living and Intensive Medical Living Services Details (Developmental Disabilities Waiver)

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding Providers	42					
Number of reported homes across all providers	359					
Average occupancy rate		91%	94%	100%	93%	95%

Distribution of Residents by Rate Category/ Type

Total Residents	1,062					
Percent at Category 1	3%					
Percent at Category 2	12%					
Percent at Category 3	22%					
Percent at Category 4	61%					
Percent Intensive Medical Living Services	2%					

Weekly Home Staffing Hours by Home Size (based on occupancy)

<i>One bed - total participants reported</i>	33					
Awake Hours		145	148	138	145	148
Percent of homes reporting awake hours	100%					
Asleep Hours		59	59	56	59	59
Percent of homes reporting asleep hours	15%					
Total Staff Hours		15432%	15486%	16800%	15432%	15486%
Percent of hours paid as overtime		17%	14%	10%	17%	14%

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Supported Living and Intensive Medical Living Services Details (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Weekly Home Staffing Hours by Home Size (based on occupancy) - cont.

<i>Two beds - total participants reported</i>		102				
Awake Hours		164	157	168	164	157
Percent of homes reporting awake hours	100%					
Asleep Hours		60	60	63	60	60
Percent of homes reporting asleep hours	24%					
Total Staff Hours		179	173	168	179	173
Percent of hours paid as overtime		18%	15%	12%	18%	15%
<i>Three beds - total participants reported</i>		480				
Awake Hours		210	205	208	210	205
Percent of homes reporting awake hours	100%					
Asleep Hours		57	60	63	57	60
Percent of homes reporting asleep hours	17%					
Total Staff Hours		220	213	209	220	213
Percent of hours paid as overtime		18%	16%	12%	18%	16%
<i>Four beds - total participants reported</i>		464				
Awake Hours		251	238	252	251	238
Percent of homes reporting awake hours	100%					
Asleep Hours		88	88	88	88	88
Percent of homes reporting asleep hours	4%					
Total Staff Hours		254	242	252	254	242
Percent of hours paid as overtime		23%	19%	16%	23%	19%

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Supported Living and Intensive Medical Living Services Details (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Weekly Hours of Clinician Support per Home by Home Size (based on occupancy)

<i>One bed</i>					
RNs	3	3	3	3	3
LPNs	2	2	2	2	2
CNAs	1	1	1	1	1
Nutritionists/ Dieticians	1	1	1	1	1
<i>Two beds</i>					
RNs	5	4	2	5	4
LPNs	3	2	2	3	2
CNAs	1	1	1	1	1
Nutritionists/ Dieticians	1	1	1	1	1
<i>Three beds</i>					
RNs	6	5	4	6	5
LPNs	3	2	2	3	2
CNAs	2	2	1	2	2
Nutritionists/ Dieticians	1	1	1	1	1
<i>Four beds</i>					
RNs	6	5	5	6	5
LPNs	3	2	3	3	2
CNAs	5	5	2	5	5
Nutritionists/ Dieticians	1	1	1	1	1

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Supported Living and Intensive Medical Living Services Details (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Vehicle Details

Average number of vehicles per home		1.2	1.2	1.0	1.2	1.2
Average purchase cost		\$42,048	\$38,329	\$35,951	\$42,810	\$38,739
Average monthly lease cost		\$1,128	\$1,159	\$1,216	\$1,128	\$1,156
Average annual mileage for agency-operated vehicles per home		15,239	13,825	12,000	15,535	13,931
Percentage of providers reporting mileage for agency-operated vehicles	69%					
Annual mileage for staff-owned vehicles per home		10,454	7,375	6,954	10,361	7,427
Percentage of providers reporting mileage for staff-owned vehicles	50%					

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Family Living (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	44					
Number of homes managed by responding providers	452					
Number of individuals residing in the homes	1,237					
Average absence days per individual per year (due to hospitalization, vacation, etc.)		8	7	7	10	8

Recruitment, Certification, and Placement

Average staff hours required to recruit, train, and approve a Family Living home prior to a placement		32	31	35	29	29
Average number of Family Living homes that received initial approval and placement in the reported fiscal year per agency		7.3	5.5	5.0	9.5	7.0
Typical number of years a Family Living home contracts with an agency		8.7	7.8	9.0	10.8	8.8
Average mileage driven per week for recruitment activities per home recruiter		72	64	35	55	49

Family Home Supervision

Average number of Family Living homes per full-time home supervisor/ internal service		15.0	15.0	15.0	18.2	18.2
Average number of face-to-face visits per year per agency supervisor/ internal service coordinators per Family Living home		51.2	28.4	12.0	66.7	20.4
Average mileage driven per week per home supervisor/ internal service coordinator		120	109	110	128	110

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Family Living (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Family Home Training

Percent of providers that provide on-going training (after initial placement) to Family Living	98%					
Average number of annual training hours delivered to Family Living providers		14	10	10	16	11
Percent of training hours provided face-to-face (rather than online or other remote training)		63%	66%	72%	66%	67%
Percent of providers reporting that training hours typically delivered by the same staff person who supervises the home	48%					
Percent of training hours that Family Living providers receive with a group of other providers		36%	34%	40%	39%	38%
As applicable, average number of participants in a group training session		5.5	5.1	5.0	7.2	6.4
Average mileage driven per week per trainer		75	69	50	65	51

Average Hours of Clinician Support per Year per Participant by Each of the Following:

Registered Nurses		77	21	12	101	19
Licensed Practical Nurses		13	11	10	19	17
Certified Nursing Assistants		-	-	-	-	-
Registered Dietician/ Licensed Nutritionist		12	5	2	24	7

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Family Living Details (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	41					
Number of individuals receiving Family Living services from responding providers	1,810					
Years participants have lived in their Family Living home		6.6	5.8	3.5	7.6	6.5

Payments to Family Living Homes

Average daily rate		\$101	\$96	\$90	\$95	\$94
Percent of homes paid a daily rate	12%					
Average monthly rate		\$2,773	\$2,769	\$2,700	\$2,792	\$2,790
Percent of homes paid a monthly rate	88%					
<i>Room & Board Payments</i>						
Percent of participants for whom the agency serves as the representative payee	0.7%					
Average monthly room & board payment		\$1,399	\$1,399	\$790	\$1,149	\$1,149

Substitute Care

Average substitute care hours per year per participant		412	409	500	442	439
<i>Distribution of participants by level of substitute care hours</i>						
No substitute care	34%					
Less than 50 hours	2%					
50 - 100 hours	1%					
100 - 250 hours	5%					
250 - 500 hours	10%					
500 - 749 hours	11%					
750 or more hours	36%					

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Customized In-Home Supports (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	36				
Number of individuals receiving Customized In Home Supports	318				

Service Design

Average number of hours of Customized In-Home Supports that an individual receives in a week	33.0	30.0	29.5	35.7	34.3
Average number of face-to-face Customized In-Home Supports visits per week per DSP	8.7	6.3	5.0	13.8	7.7
Average length in hours of an Customized In-Home Supports visit	4.4	4.2	4.0	5.2	5.1
Percent of Customized In-Home Supports hours delivered to groups of two or more individuals	20%	5%	0%	56%	12%

Mileage

Average miles driven per week per DSP to travel to and from individual visits	74	47	48	104	52
Average miles driven per week per DSP to transport individuals	56	41	30	127	45

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

In-Home Living Supports (Mi Via Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	24	
Number of individuals receiving In-Home Living Supports	2,292	

Service Design

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Average number of hours of In-Home Living Supports that an individual receives in a week	121.8	81.5	42.0	60.3	56.9
Average number of face-to-face In-Home Living Supports visits per week per DSP	8.4	8.4	7.0	8.9	8.9
Average length in hours of an In-Home Living Supports visit	13.5	13.5	8.6	11.6	11.6
Percent of In-Home Living Supports hours provided by your agency delivered to groups of two or more individuals	14%	5%	5%	7%	4%

Mileage

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Average miles driven per week per DSP to travel to and from individual visits	21	21	17	12	12
Average miles driven per week per DSP to transport individuals	57	44	43	65	64

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Home Health Aide (Medically Fragile Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	3				
Number of individuals receiving Home Health Aide services	19				

Service Design

Average number of hours of Home Health Aide supports that an individual receives in a week	29.3	29.3	36.0	26.9	26.9
Average number of face-to-face Home Health Aide visits per week per DSP	4.3	4.3	4.0	4.4	4.4
Average length in hours of a Home Health Aide visit	6.9	6.9	7.3	6.0	6.0

Mileage

Average miles driven per week per DSP to travel to and from individual visits	8	8	8	6	6
Average miles driven per week per DSP to transport individuals	-	-	-		

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Respite (Developmental Disabilities Waiver and Medically Fragile Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	35				
Number of individuals receiving Respite (Developmental Disabilities Waiver)	343				
Number of individuals receiving Respite (Medically Fragile Waiver)	37				

Service Design

Average length of a Respite encounter (in hours)	6.3	6.0	5.0	6.2	6.1
Percentage of visits that are provided in an individual's home or place of residence	50%	52%	60%	55%	55%
Percentage of visits that are provided in private home of a Respite provider	24%	25%	20%	21%	21%
Percentage of visits that are provided in another community setting (such as an Supported Living/ IMLS home)	27%	24%	19%	24%	23%

Mileage

Average miles driven per week per DSP to travel to and from individual visits	74	47	48	104	52
Average miles driven per week per DSP to transport individuals	56	41	30	127	45

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Customized Community Support, Individual (Developmental Disabilities Waiver)

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	60					
Number of individuals receiving Customized Community Support - Individual (Developmental Disabilities Waiver)	2,355					
Number of individuals receiving Customized Community Support - Individual (Medically Fragile Waiver)	12					

Service Design

Average number of hours of Customized Community Support - Individual that an individual		22.8	23.4	24.0	24.8	24.8
Average number of face-to-face Customized Community Support - Individual visits per week per		7.8	6.3	5.0	7.1	5.6
Average length in hours of an Customized Community Support - Individual visit		5.3	5.1	5.3	5.3	5.2

Mileage

Average miles driven per week per DSP to travel to and from individual visits		113	73	40	216	78
Average miles driven per week per DSP to transport individuals		139	118	90	156	122

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Customized Community Support, Group (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding Providers	39	
Number of reported sites across all providers	54	

Attributes of sites where/ out of which services are delivered or administered

Average hours per week programs are operated		34.3	34.2	34.3	37.8	37.5
Average attendance rate		86%	90%	86%	90%	92%
Average operating cost per square foot		\$17.58	\$13.39	\$17.58	\$17.91	\$12.41
Average group size (participants per DSP)		2.4	2.1	2.4	2.4	2.2
Sites by Customized Community Support, Group type:						
<u>Developmental Disabilities Waiver, Small Group</u>						
Total reported sites	40					
Average proportion of time delivered in the following settings:						
Facility-based setting		1%	0%	1%	0%	0%
Community-based setting*		99%	100%	99%	100%	100%
Remotely		0%	0%	0%	0%	0%
<u>Developmental Disabilities Waiver, Jackson Class</u>						
Total reported sites	7					
Average proportion of time delivered in the following settings:						
Facility-based setting		49%	49%	49%	62%	62%
Community-based setting*		51%	51%	51%	38%	38%
Remotely		0%	0%	0%	0%	0%

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Customized Community Support, Group (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

<u>Developmental Disabilities Waiver, Category 1</u>					
Total reported sites	26				
Average proportion of time delivered in the following settings:					
Facility-based setting		25%	22%	25%	30%
Community-based setting*		75%	78%	75%	70%
Remotely		0%	0%	0%	0%
<u>Developmental Disabilities Waiver, Category 2</u>					
Total reported sites	22				
Average proportion of time delivered in the following settings:					
Facility-based setting		31%	30%	31%	37%
Community-based setting*		69%	70%	69%	63%
Remotely		0%	0%	0%	0%
<u>Medically Fragile Waiver participants</u>					
Total reported sites	1.0				
Average proportion of time delivered in the following settings:					
Facility-based setting		0%	0%	0%	0%
Community-based setting*		100%	100%	100%	100%
Remotely		0%	0%	0%	0%

* A setting not owned/ operated by the provider, such as going to a public park or theater.

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Customized Community Support, Group (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Weekly Hours of Clinician Support per Site/ Program

RNs	9	7	9	15	7
LPNs	7	5	7	8	7
Home Health Aides	-	-	-	-	-
Nutritionists/ Dieticians	11	5	11	14	9

Vehicle Details

Average number of vehicles (owned or leased by reporting agencies) utilized for Customized Community Support - Group services per site	4.2	3.6	4.2	7.1	4.6
Average weekly mileage per vehicle	144	123	144	147	128
Typical vehicle size (in terms of passengers) for agency-owned and leased vehicles	7	7	7	8	7
As applicable, average purchase price of agency-owned vehicles	\$49,114	\$42,667	\$49,114	\$41,781	\$41,193
As applicable, average monthly lease price of agency-leased vehicles	\$957	\$957	\$957	\$825	\$825
Avg. # of miles per week driven by DSPs in their personal vehicles to transport individuals receiving services	104	90	104	127	93

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Community Integrated Employment - Individual (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers by service:		
Job Development	12	
Job Coaching	15	
Job Maintenance/ Intensive	21	
Number of individuals receiving each service:		
Job Development	78	
Job Coaching	131	
Job Maintenance/ Intensive	156	

Caseloads and Other Service Factors - Job Development

Average current caseload per full time equivalent staff	10.0	10.0	4.0	5.1	4.5
Average number of individuals successfully placed in employment per full time equivalent job developer each year	3.4	3.4	2.5	5.0	5.0
For individuals successfully placed in employment, % that remained employed for at least 90 days	88%	96%	100%	87%	96%
Average number of staff hours required to successfully place an individual in employment	84.2	84.2	90.0	103.9	103.9
Percentage of individuals served who are not successfully placed	32%	25%	30%	28%	28%
Estimated number of hours of support per individual without a successful placement	69.0	69.0	65.0	73.8	73.8
Mileage					
Average miles driven per week per DSP to travel to and from individual visits	46	31	38	42	34
Average miles driven per week per DSP to transport individuals	22	22	23	23	23

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Community Integrated Employment - Individual (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Caseloads and Other Service Factors - Job Coaching & Job Maintenance/ Intensive

Average current caseload per full time equivalent staff:					
Job Coaching	6.9	5.3	3.0	8.2	4.3
Job Maintenance/ Intensive	6.6	4.0	3.0	5.5	4.3
Average hours per week worked by individuals receiving each service:					
Job Coaching	11	11	10	10	9
Job Maintenance/ Intensive	13	11	10	11	11
Average hourly wage earned by individuals receiving each service:					
Job Coaching	\$13.48	\$13.16	\$13.00	\$13.67	\$13.57
Job Maintenance/ Intensive	\$13.69	\$13.28	\$13.00	\$13.34	\$13.05
Mileage					
Average miles driven per week per DSP to travel to and from individual visits	27	23	25	32	32
Average miles driven per week per DSP to transport individuals	112	48	16	265	58

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Community Integrated Employment - Self Employment (Developmental Disabilities Waiver)

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	7					
Number of individuals receiving Community Integrated Employment - Self Employment	11					
<i>Caseload and Service Design</i>						
Average current caseload per full time equivalent staff		1.4	1.2	1.0	1.7	1.3
Average number of ongoing support hours per week each individual receives		15.8	15.8	10.0	13.4	13.4
<i>Mileage</i>						
Average miles driven per week per DSP to travel to and from individual visits		13	13	10	17	17
Average miles driven per week per DSP to transport individuals		100	100	38	72	72

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Community Integrated Employment - Group (Developmental Disabilities Waiver)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	10				
Number of individuals receiving Community Integrated Employment - Group	37				

Group Sizes and Avg. Attendance Rates

Average number of individuals per DSP when providing services in the center/facility	2.2	1.8	2.0	2.5	1.8
Average number of individuals per DSP when providing services in the community	3.0	2.0	2.0	4.2	1.9
Average attendance rate for individuals receiving services	87%	88%	90%	89%	89%

Vehicles and Mileage

Average number of agency-owned/ leased vehicles per program	2.0	2.0	2.0	2.2	2.2
Number that accommodate non-ambulatory individuals	3.0	3.0	3.0	1.9	1.9
Average number of miles per vehicle per week	178.6	178.6	117.8	155.9	155.9
Percent of miles associated with transporting individuals to/from their homes	62%	62%	63%	58%	58%
Percent of miles reported associated with 'in-program' transportation	38%	38%	37%	42%	42%
Typical vehicle size (in terms of passengers)	5.2	5.2	6.5	6.6	6.6
Average useful life (in miles) of vehicles before disposal	200,000	200,000	200,000	200,000	200,000
Average purchase price of agency-owned vehicles reported	\$59,858	\$59,858	\$62,795	\$64,366	\$64,366
Average monthly lease price of agency-leased vehicles	\$1,547	\$1,547	\$1,547	\$1,547	\$1,547
Average number of miles per vehicle per week incurred by staff-owned vehicles used in service delivery	149	149	50	182	182

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Behavioral Support Consultation (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	27			
Number of individuals receiving Beh. Supp. Consultation (Developmental Disabilities Waiver)	2,003			
Number of individuals receiving Beh. Supp. Consultation (Medically Fragile Waiver)	9			
Number of individuals receiving Beh. Supp. Consultation (Mi Via Waiver)	23			

Service Design

Average length in hours of a Behavioral Support Consultation visit	1.3	1.1	1.0	1.6	1.1
Percentage of Behavioral Support Consultant services delivered in the following settings:					
In a home- or community-based setting	70%	73%	72%	69%	72%
Through a telehealth model	13%	13%	14%	15%	13%
In an office/ clinic setting	16%	15%	14%	16%	15%

Mileage

Average miles driven per week per staff to travel between service visits	170	164	160	210	169
Average miles driven per week per staff to transport individuals	22	27	14	38	38

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Adult/ Private Duty Nursing - Registered Nurses (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	38			
Number of individuals receiving Adult/ Private Duty Nursing (RN) - (Developmental Disabilities Waiver)	2,065			
Number of individuals receiving Adult/ Private Duty Nursing (RN) - (Medically Fragile Waiver)	132			
Number of individuals receiving Adult/ Private Duty Nursing (RN) - (Mi Via Waiver)	3			

Service Design

Average length - in hours - of a service encounter	1.7	1.3	1.0	1.5	1.5
Percentage of Adult/ Private Duty Nursing (RN) - services delivered in the following settings:					
In a home- or community-based setting	54%	57%	58%	53%	55%
Through a telehealth model	13%	12%	13%	13%	13%
In an office/ clinic setting	34%	31%	29%	34%	32%

Mileage

Average miles driven per week per staff to travel between service visits	91	70	48	139	100
Average miles driven per week per staff to transport individuals	58	58	63	85	85

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Adult/ Private Duty Nursing - Licensed Practical Nurses (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	3				
Number of individuals receiving Adult/ Private Duty Nursing (LPN) - (Developmental Disabilities Waiver)	66				
Number of individuals receiving Adult/ Private Duty Nursing (LPN) - (Medically Fragile Waiver)	0				
Number of individuals receiving Adult/ Private Duty Nursing (LPN) - (Mi Via Waiver)	0				

Service Design

Average length - in hours - of a service encounter	1.7	1.3	1.0	1.5	1.3
Percentage of Adult/ Private Duty Nursing (LPN) - services delivered in the following settings:					
In a home- or community-based setting	66%	66%	73%	48%	48%
Through a telehealth model	7%	6%	9%	9%	9%
In an office/ clinic setting	26%	28%	18%	42%	42%

Mileage

Average miles driven per week per staff to travel between service visits	89	44	30	228	37
Average miles driven per week per staff to transport individuals	59	78	68	65	65

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Therapy Services - Physical Therapists (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	32	
Number of individuals receiving Physical Therapy (Developmental Disabilities Waiver)	1,437	
Number of individuals receiving Physical Therapy (Medically Fragile Waiver)	44	
Number of individuals receiving Physical Therapy (Mi Via Waiver)	36	

Service Design

Average length - in hours - of a service encounter	1.0	1.0	1.0	1.0	1.0
Percentage of Physical Therapy services delivered in the following settings:					
In a home- or community-based setting	65%	68%	78%	80%	81%
Through a telehealth model	8%	5%	4%	5%	3%
In an office/ clinic setting	28%	27%	18%	15%	15%

Mileage

Average miles driven per week per staff to travel between service visits	174	124	115	198	112
Average miles driven per week per staff to transport individuals	41	24	23	49	33

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Therapy Services - Occupational Therapists (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	26				
Number of individuals receiving Occupational Therapy (Developmental Disabilities Waiver)	1,407				
Number of individuals receiving Occupational Therapy (Medically Fragile Waiver)	127				
Number of individuals receiving Occupational Therapy (Mi Via Waiver)	61				

Service Design

Average length - in hours - of a service encounter		1.2	1.1	1.0	1.0	1.0
Percentage of Occupational Therapy services delivered in the following settings:						
In a home- or community-based setting		63%	66%	71%	65%	68%
Through a telehealth model		6%	4%	4%	6%	4%
In an office/ clinic setting		31%	30%	25%	29%	28%

Mileage

Average miles driven per week per staff to travel between service visits		151	135	175	151	143
Average miles driven per week per staff to transport individuals		46	46	24	57	57

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Therapy Services - Speech Language Pathologists (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	26				
Number of individuals receiving Speech Language Pathology services (Developmental Disabilities Waiver)	1,650				
Number of individuals receiving Speech Language Pathology services (Medically Fragile Waiver)	77				
Number of individuals receiving Speech Language Pathology services (Mi Via Waiver)	76				

Service Design

Average length - in hours - of a service encounter	2.3	1.1	1.0	2.2	1.0
Percentage of Speech Language Pathology services delivered in the following settings:					
In a home- or community-based setting	67%	72%	72%	70%	71%
Through a telehealth model	14%	8%	8%	4%	3%
In an office/ clinic setting	19%	20%	20%	26%	26%

Mileage

Average miles driven per week per staff to travel between service visits	133	115	105	149	133
Average miles driven per week per staff to transport individuals	102	102	75	102	102

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Therapy Services - Physical Therapy Assistants (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	14				
Number of individuals receiving Physical Therapy Assistant services (Developmental Disabilities Waiver)	548				
Number of individuals receiving Physical Therapy Assistant (Medically Fragile Waiver)	22				
Number of individuals receiving Physical Therapy Assistant (Mi Via Waiver)	1				

Service Design

Average length - in hours - of a service encounter	0.9	1.0	1.0	0.9	1.0
Percentage of Physical Therapy Assistant services delivered in the following settings:					
In a home- or community-based setting	80%	78%	82%	75%	76%
Through a telehealth model	3%	3%	3%	2%	2%
In an office/ clinic setting	18%	19%	15%	23%	22%

Mileage

Average miles driven per week per staff to travel between service visits	94	80	52	176	98
Average miles driven per week per staff to transport individuals	83	100	19	87	87

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Therapy Services - Occupational Therapy Assistants (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	14				
Number of individuals receiving Occupational Therapy Assistant services (Developmental Disabilities Waiver)	617				
Number of individuals receiving Occupational Therapy Assistant (Medically Fragile Waiver)	102				
Number of individuals receiving Occupational Therapy Assistant (Mi Via Waiver)	7				

Service Design

Average length - in hours - of a service encounter	1.1	0.9	1.0	0.9	0.9
Percentage of Occupational Therapy Assistant services delivered in the following settings:					
In a home- or community-based setting	69%	70%	84%	72%	73%
Through a telehealth model	6%	6%	5%	8%	8%
In an office/ clinic setting	25%	24%	12%	20%	20%

Mileage

Average miles driven per week per staff to travel between service visits	99	99	39	106	106
Average miles driven per week per staff to transport individuals	108	108	25	50	50

**Home and Community Based Services Rate Study
 Provider Survey Analysis
 prepared for New Mexico Health Care Authority
 Developmental Disabilities Supports Division**

Nutritional Counseling (All Waivers)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
------------------------	-------------------------	--------	---------------------------------	----------------------------------

Responding providers	11				
Number of individuals receiving Nutritional Counseling (Developmental Disabilities Waiver)	322				
Number of individuals receiving Nutritional Counseling (Medically Fragile Waiver)	11				
Number of individuals receiving Nutritional Counseling (Mi Via Waiver)	1				

Service Design

Average length - in hours - of a service encounter	1.1	1.0	1.0	1.6	1.1
Percentage of Nutritional Counseling services delivered in the following settings:					
In a home- or community-based setting	39%	39%	38%	44%	44%
Through a telehealth model	19%	19%	18%	24%	24%
In an office/ clinic setting	41%	41%	44%	32%	32%

Mileage

Average miles driven per week per staff to travel between service visits	69	69	69	34	34
Average miles driven per week per staff to transport individuals	5	5	5	5	5