

Home and Community Based Services (HCBS)
Rate Study

Time Study 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 (HCBS) Rate Study: Time Study Analysis
prepared for New Mexico Health Care Authority - Developmental Disabilities Supports Division

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**Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Time Study Counts

Number of submissions for HCBS	2,686
Exclusions (zero reported billable hours or missing employee data)	334
Percentage of total HCBS submissions excluded	12%
Number of HCBS time studies retained in the final dataset	2,352
Percentage of HCBS submissions that met all inclusion criteria	88%

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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Supported Living/ Intensive Medical Living Services | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	853			10		
Providing direct services	89.9%	96.3%	100.0%	97.8%	98.2%	98.5%
Providing other billable services	3.7%	1.5%	0.0%	0.0%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.1%	0.0%	0.0%	0.2%	0.1%	0.0%
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	1.9%	1.3%	0.0%	1.3%	1.3%	1.4%
Employer time (e.g., staff meetings, receiving supervision)	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	1.0%	0.4%	0.0%	0.0%	0.0%	0.0%
Paid break	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	1.7%	0.3%	0.0%	0.7%	0.3%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Customized In-Home Supports | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	86			7		
Providing direct services	86.5%	91.3%	100.0%	92.0%	100.0%	100.0%
Providing other billable services	9.1%	7.2%	0.0%	6.5%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.9%	0.2%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	1.6%	0.9%	0.0%	0.7%	0.0%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%
Paid break	0.1%	0.0%	0.0%	0.5%	0.0%	0.0%
Time off (paid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	0.8%	0.2%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Home Health Aide | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	7			1		
Providing direct services	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Providing other billable services	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Paid break	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Homemaker/ Direct Support (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	4			0		
Providing direct services	100.0%	100.0%	100.0%			
Providing other billable services	0.0%	0.0%	0.0%			
Paid travel time (not transporting clients); (non-billable)	0.0%	0.0%	0.0%			
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%			
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%			
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%			
Program preparation (set-up or clean-up; non-billable)	0.0%	0.0%	0.0%			
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%			
Recordkeeping/ reporting writing (non-billable)	0.0%	0.0%	0.0%			
Employer time (e.g., staff meetings, receiving supervision)	0.0%	0.0%	0.0%			
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%			
Receiving training (non-billable)	0.0%	0.0%	0.0%			
Paid break	0.0%	0.0%	0.0%			
Time off (paid)	0.0%	0.0%	0.0%			
Time off (unpaid)	0.0%	0.0%	0.0%			
Performing other non-billable activities	0.0%	0.0%	0.0%			
Total	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

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In-Home Living Supports (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	7			111		
Providing direct services	93.2%	93.2%	100.0%	93.8%	94.1%	94.1%
Providing other billable services	6.8%	6.8%	0.0%	0.2%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	0.0%	0.0%	0.0%	6.0%	5.9%	5.9%
Employer time (e.g., staff meetings, receiving supervision)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Paid break	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Respite - Individual or Group (DD Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	15			31		
Providing direct services	91.7%	96.9%	100.0%	95.6%	97.4%	100.0%
Providing other billable services	8.3%	3.1%	0.0%	0.5%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	0.0%	0.0%	0.0%	3.8%	2.6%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Paid break	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Respite Standard (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
	0			0		
Count of time studies						
Providing direct services						
Providing other billable services						
Paid travel time (not transporting clients); (non-billable)						
Participating in individual planning meetings (non-billable)						
Participating in individual assessments (non-billable)						
Developing a support plan on behalf of individuals (non-billable)						
Program preparation (set-up or clean-up; non-billable)						
Performing collateral contacts (non-billable)						
Recordkeeping/ reporting writing (non-billable)						
Employer time (e.g., staff meetings, receiving supervision)						
Time 'lost' due to missed appointments						
Receiving training (non-billable)						
Paid break						
Time off (paid)						
Time off (unpaid)						
Performing other non-billable activities						
Total		0.0%	0.0%	0.0%	0.0%	0.0%

Respite - Home Health Aide (Medically Fragile Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
	1			0		
Count of time studies						
Providing direct services		100.0%	100.0%	100.0%		
Providing other billable services		0.0%	0.0%	0.0%		
Paid travel time (not transporting clients); (non-billable)		0.0%	0.0%	0.0%		
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%		
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%		
Developing a support plan on behalf of individuals (non-billable)		0.0%	0.0%	0.0%		
Program preparation (set-up or clean-up; non-billable)		0.0%	0.0%	0.0%		
Performing collateral contacts (non-billable)		0.0%	0.0%	0.0%		
Recordkeeping/ reporting writing (non-billable)		0.0%	0.0%	0.0%		
Employer time (e.g., staff meetings, receiving supervision)		0.0%	0.0%	0.0%		
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%		
Receiving training (non-billable)		0.0%	0.0%	0.0%		
Paid break		0.0%	0.0%	0.0%		
Time off (paid)		0.0%	0.0%	0.0%		
Time off (unpaid)		0.0%	0.0%	0.0%		
Performing other non-billable activities		0.0%	0.0%	0.0%		
Total		100.0%	100.0%	100.0%	0.0%	0.0%

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Respite - LPN (Medically Fragile Waiver or Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
	0			0		
Count of time studies						
Providing direct services						
Providing other billable services						
Paid travel time (not transporting clients); (non-billable)						
Participating in individual planning meetings (non-billable)						
Participating in individual assessments (non-billable)						
Developing a support plan on behalf of individuals (non-billable)						
Program preparation (set-up or clean-up; non-billable)						
Performing collateral contacts (non-billable)						
Recordkeeping/ reporting writing (non-billable)						
Employer time (e.g., staff meetings, receiving supervision)						
Time 'lost' due to missed appointments						
Receiving training (non-billable)						
Paid break						
Time off (paid)						
Time off (unpaid)						
Performing other non-billable activities						
Total		0.0%	0.0%	0.0%	0.0%	0.0%

Respite - RN (Medically Fragile Waiver or Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
	1			0		
Count of time studies						
Providing direct services		100.0%	100.0%	100.0%		
Providing other billable services		0.0%	0.0%	0.0%		
Paid travel time (not transporting clients); (non-billable)		0.0%	0.0%	0.0%		
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%		
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%		
Developing a support plan on behalf of individuals (non-billable)		0.0%	0.0%	0.0%		
Program preparation (set-up or clean-up; non-billable)		0.0%	0.0%	0.0%		
Performing collateral contacts (non-billable)		0.0%	0.0%	0.0%		
Recordkeeping/ reporting writing (non-billable)		0.0%	0.0%	0.0%		
Employer time (e.g., staff meetings, receiving supervision)		0.0%	0.0%	0.0%		
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%		
Receiving training (non-billable)		0.0%	0.0%	0.0%		
Paid break		0.0%	0.0%	0.0%		
Time off (paid)		0.0%	0.0%	0.0%		
Time off (unpaid)		0.0%	0.0%	0.0%		
Performing other non-billable activities		0.0%	0.0%	0.0%		
Total		100.0%	100.0%	100.0%	0.0%	0.0%

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Crisis Support | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	0			0			
Providing direct services							
Providing other billable services							
Paid travel time (not transporting clients); (non-billable)							
Participating in individual planning meetings (non-billable)							
Participating in individual assessments (non-billable)							
Developing a support plan on behalf of individuals (non-billable)							
Program preparation (set-up or clean-up; non-billable)							
Performing collateral contacts (non-billable)							
Recordkeeping/ reporting writing (non-billable)							
Employer time (e.g., staff meetings, receiving supervision)							
Time 'lost' due to missed appointments							
Receiving training (non-billable)							
Paid break							
Time off (paid)							
Time off (unpaid)							
Performing other non-billable activities							
Total		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Community Direct Support (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	51			136			
Providing direct services		94.5%	98.0%	100.0%	98.6%	99.9%	100.0%
Providing other billable services		4.6%	2.0%	0.0%	0.9%	0.1%	0.0%
Paid travel time (not transporting clients); (non-billable)		0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Employer time (e.g., staff meetings, receiving supervision)		0.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Paid break		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)		0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Performing other non-billable activities		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Customized Community Group Supports (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	13			0		
Providing direct services	59.9%	69.8%	78.5%			
Providing other billable services	8.5%	7.1%	9.5%			
Paid travel time (not transporting clients); (non-billable)	1.0%	0.2%	0.0%			
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%			
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%			
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%			
Program preparation (set-up or clean-up; non-billable)	7.6%	8.2%	7.8%			
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%			
Recordkeeping/ reporting writing (non-billable)	4.4%	4.8%	4.2%			
Employer time (e.g., staff meetings, receiving supervision)	1.8%	2.0%	0.0%			
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%			
Receiving training (non-billable)	1.4%	1.1%	0.0%			
Paid break	0.3%	0.0%	0.0%			
Time off (paid)	0.7%	0.0%	0.0%			
Time off (unpaid)	1.5%	0.2%	0.0%			
Performing other non-billable activities	12.9%	6.5%	0.0%			
Total	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Customized Community Support, Group | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	125			12		
Providing direct services	69.5%	77.3%	95.0%	93.1%	92.4%	92.7%
Providing other billable services	12.3%	10.9%	0.4%	0.0%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.6%	0.3%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	3.2%	2.7%	0.5%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	5.0%	3.7%	4.1%	6.9%	7.6%	7.3%
Employer time (e.g., staff meetings, receiving supervision)	1.6%	1.5%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	2.3%	1.4%	0.0%	0.0%	0.0%	0.0%
Paid break	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	1.1%	0.2%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	3.5%	1.9%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Customized Community Support, Individual | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	227			146		
Providing direct services	77.4%	86.8%	100.0%	91.7%	93.5%	92.8%
Providing other billable services	11.4%	9.0%	0.0%	0.8%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	0.9%	0.3%	0.0%	0.1%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.6%	0.2%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	2.9%	2.2%	0.0%	7.2%	6.5%	7.2%
Employer time (e.g., staff meetings, receiving supervision)	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%
Paid break	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.5%	0.1%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	1.4%	0.2%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	3.3%	0.6%	0.0%	0.0%	0.0%	0.0%
Total		100.0%	100.0%		100.0%	100.0%

Comm. Int. Employment - Group | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	30			0		
Providing direct services	83.7%	86.8%	90.3%			
Providing other billable services	0.0%	0.0%	0.0%			
Paid travel time (not transporting clients); (non-billable)	0.0%	0.0%	0.0%			
Participating in individual planning meetings (non-billable)	0.0%	0.0%	0.0%			
Participating in individual assessments (non-billable)	0.0%	0.0%	0.0%			
Developing a support plan on behalf of individuals (non-billable)	0.0%	0.0%	0.0%			
Program preparation (set-up or clean-up; non-billable)	7.6%	7.9%	9.7%			
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%			
Recordkeeping/ reporting writing (non-billable)	2.8%	2.6%	0.0%			
Employer time (e.g., staff meetings, receiving supervision)	0.0%	0.0%	0.0%			
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%			
Receiving training (non-billable)	0.0%	0.0%	0.0%			
Paid break	0.0%	0.0%	0.0%			
Time off (paid)	0.0%	0.0%	0.0%			
Time off (unpaid)	2.6%	2.6%	0.0%			
Performing other non-billable activities	3.3%	0.0%	0.0%			
Total		100.0%	100.0%		0.0%	0.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Comm. Int. Employment - Coaching/ Maintenance/ Intensive | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	45			0		
Providing direct services	71.4%	82.0%	96.3%			
Providing other billable services	5.9%	4.5%	0.0%			
Paid travel time (not transporting clients); (non-billable)	2.6%	2.4%	0.0%			
Participating in individual planning meetings (non-billable)	0.4%	0.1%	0.0%			
Participating in individual assessments (non-billable)	0.4%	0.1%	0.0%			
Developing a support plan on behalf of individuals (non-billable)	0.5%	0.1%	0.0%			
Program preparation (set-up or clean-up; non-billable)	0.8%	0.3%	0.0%			
Performing collateral contacts (non-billable)	0.2%	0.1%	0.0%			
Recordkeeping/ reporting writing (non-billable)	4.3%	4.4%	3.7%			
Employer time (e.g., staff meetings, receiving supervision)	1.4%	0.8%	0.0%			
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%			
Receiving training (non-billable)	7.0%	3.8%	0.0%			
Paid break	0.4%	0.3%	0.0%			
Time off (paid)	0.5%	0.0%	0.0%			
Time off (unpaid)	0.7%	0.3%	0.0%			
Performing other non-billable activities	3.4%	1.0%	0.0%			
Total	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Comm. Int. Employment - Job Development | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	0			0		
Providing direct services						
Providing other billable services						
Paid travel time (not transporting clients); (non-billable)						
Participating in individual planning meetings (non-billable)						
Participating in individual assessments (non-billable)						
Developing a support plan on behalf of individuals (non-billable)						
Program preparation (set-up or clean-up; non-billable)						
Performing collateral contacts (non-billable)						
Recordkeeping/ reporting writing (non-billable)						
Employer time (e.g., staff meetings, receiving supervision)						
Time 'lost' due to missed appointments						
Receiving training (non-billable)						
Paid break						
Time off (paid)						
Time off (unpaid)						
Performing other non-billable activities						
Total	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Comm. Int. Employment - Self Employment | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	2			0			
Providing direct services		29.0%	29.0%	29.0%			
Providing other billable services		34.3%	34.3%	34.3%			
Paid travel time (not transporting clients); (non-billable)		1.9%	1.9%	1.9%			
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%			
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%			
Developing a support plan on behalf of individuals (non-billable)		0.0%	0.0%	0.0%			
Program preparation (set-up or clean-up; non-billable)		0.0%	0.0%	0.0%			
Performing collateral contacts (non-billable)		0.3%	0.3%	0.3%			
Recordkeeping/ reporting writing (non-billable)		0.0%	0.0%	0.0%			
Employer time (e.g., staff meetings, receiving supervision)		2.2%	2.2%	2.2%			
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%			
Receiving training (non-billable)		0.3%	0.3%	0.3%			
Paid break		0.3%	0.3%	0.3%			
Time off (paid)		1.3%	1.3%	1.3%			
Time off (unpaid)		9.1%	9.1%	9.1%			
Performing other non-billable activities		21.3%	21.3%	21.3%			
Total		100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Employment Supports (includes Job Coach) - (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	3			0			
Providing direct services		61.0%	61.0%	64.0%			
Providing other billable services		11.1%	11.1%	13.4%			
Paid travel time (not transporting clients); (non-billable)		0.0%	0.0%	0.0%			
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%			
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%			
Developing a support plan on behalf of individuals (non-billable)		0.0%	0.0%	0.0%			
Program preparation (set-up or clean-up; non-billable)		0.4%	0.4%	0.0%			
Performing collateral contacts (non-billable)		0.0%	0.0%	0.0%			
Recordkeeping/ reporting writing (non-billable)		2.4%	2.4%	3.0%			
Employer time (e.g., staff meetings, receiving supervision)		0.4%	0.4%	0.0%			
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%			
Receiving training (non-billable)		24.7%	24.7%	19.6%			
Paid break		0.0%	0.0%	0.0%			
Time off (paid)		0.0%	0.0%	0.0%			
Time off (unpaid)		0.0%	0.0%	0.0%			
Performing other non-billable activities		0.0%	0.0%	0.0%			
Total		100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Job Developer (Mi Via Waiver) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	0			0			
Providing direct services							
Providing other billable services							
Paid travel time (not transporting clients); (non-billable)							
Participating in individual planning meetings (non-billable)							
Participating in individual assessments (non-billable)							
Developing a support plan on behalf of individuals (non-billable)							
Program preparation (set-up or clean-up; non-billable)							
Performing collateral contacts (non-billable)							
Recordkeeping/ reporting writing (non-billable)							
Employer time (e.g., staff meetings, receiving supervision)							
Time 'lost' due to missed appointments							
Receiving training (non-billable)							
Paid break							
Time off (paid)							
Time off (unpaid)							
Performing other non-billable activities							
Total		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Physical Therapy | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
Count of time studies	14			35			
Providing direct services		69.8%	76.3%	83.9%	53.4%	58.8%	65.9%
Providing other billable services		1.4%	0.6%	0.0%	2.0%	1.3%	0.0%
Paid travel time (not transporting clients); (non-billable)		10.7%	11.7%	15.8%	15.7%	16.0%	19.8%
Participating in individual planning meetings (non-billable)		0.2%	0.1%	0.0%	0.2%	0.0%	0.0%
Participating in individual assessments (non-billable)		0.1%	0.0%	0.0%	0.3%	0.1%	0.0%
Developing a support plan on behalf of individuals (non-billable)		0.2%	0.1%	0.0%	0.9%	0.8%	0.0%
Program preparation (set-up or clean-up; non-billable)		1.2%	0.8%	0.0%	0.6%	0.2%	0.0%
Performing collateral contacts (non-billable)		2.4%	2.0%	0.0%	1.8%	1.2%	0.0%
Recordkeeping/ reporting writing (non-billable)		4.6%	2.4%	0.0%	8.6%	9.1%	10.1%
Employer time (e.g., staff meetings, receiving supervision)		0.4%	0.1%	0.0%	0.6%	0.2%	0.0%
Time 'lost' due to missed appointments		0.5%	0.2%	0.0%	2.2%	1.3%	0.0%
Receiving training (non-billable)		0.0%	0.0%	0.0%	2.1%	0.8%	0.0%
Paid break		0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
Time off (paid)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)		3.3%	1.7%	0.0%	3.1%	1.6%	0.0%
Performing other non-billable activities		5.2%	4.0%	0.3%	8.4%	8.6%	4.1%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Physical Therapy Assistant | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor				
Count of time studies	3			18				
Providing direct services		42.0%	42.0%	51.9%		52.3%	56.7%	61.1%
Providing other billable services		0.4%	0.4%	0.0%		0.2%	0.1%	0.0%
Paid travel time (not transporting clients); (non-billable)		17.3%	17.3%	17.3%		18.4%	19.2%	22.9%
Participating in individual planning meetings (non-billable)		0.1%	0.1%	0.0%		0.3%	0.1%	0.0%
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%		0.1%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)		0.1%	0.1%	0.0%		0.6%	0.3%	0.0%
Program preparation (set-up or clean-up; non-billable)		2.5%	2.5%	4.3%		0.9%	0.5%	0.0%
Performing collateral contacts (non-billable)		6.9%	6.9%	5.4%		2.4%	1.6%	0.5%
Recordkeeping/ reporting writing (non-billable)		10.5%	10.5%	14.8%		9.0%	10.4%	9.9%
Employer time (e.g., staff meetings, receiving supervision)		0.1%	0.1%	0.0%		0.6%	0.4%	0.0%
Time 'lost' due to missed appointments		0.9%	0.9%	0.3%		4.1%	3.1%	3.2%
Receiving training (non-billable)		0.0%	0.0%	0.0%		0.0%	0.0%	0.0%
Paid break		0.0%	0.0%	0.0%		1.1%	0.0%	0.0%
Time off (paid)		0.0%	0.0%	0.0%		0.1%	0.1%	0.0%
Time off (unpaid)		3.7%	3.7%	0.3%		2.0%	0.3%	0.0%
Performing other non-billable activities		15.4%	15.4%	5.8%		7.7%	7.3%	2.4%
Total		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Occupational Therapy | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor				
Count of time studies	20			36				
Providing direct services		52.8%	61.9%	62.3%		52.1%	57.6%	60.8%
Providing other billable services		2.5%	0.6%	0.0%		1.9%	1.1%	0.0%
Paid travel time (not transporting clients); (non-billable)		11.3%	13.2%	15.9%		12.5%	13.9%	16.9%
Participating in individual planning meetings (non-billable)		0.6%	0.2%	0.0%		0.5%	0.3%	0.0%
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%		0.1%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)		1.3%	0.8%	0.0%		0.9%	0.5%	0.0%
Program preparation (set-up or clean-up; non-billable)		4.1%	3.9%	4.1%		1.9%	1.3%	0.3%
Performing collateral contacts (non-billable)		1.8%	1.6%	0.0%		5.2%	4.3%	4.7%
Recordkeeping/ reporting writing (non-billable)		9.2%	9.8%	13.5%		11.5%	11.8%	14.3%
Employer time (e.g., staff meetings, receiving supervision)		0.1%	0.0%	0.0%		0.5%	0.2%	0.0%
Time 'lost' due to missed appointments		2.0%	1.1%	0.7%		1.0%	0.9%	0.0%
Receiving training (non-billable)		3.6%	0.0%	0.0%		1.8%	1.0%	0.0%
Paid break		0.0%	0.0%	0.0%		0.1%	0.0%	0.0%
Time off (paid)		0.5%	0.2%	0.0%		0.7%	0.1%	0.0%
Time off (unpaid)		4.2%	1.3%	0.0%		3.8%	1.8%	0.0%
Performing other non-billable activities		5.9%	5.3%	3.4%		5.6%	5.1%	2.9%
Total		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Occupational Therapy Assistant | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
	1			15			
Count of time studies							
Providing direct services		54.7%	54.7%	54.7%	59.7%	68.3%	74.6%
Providing other billable services		0.0%	0.0%	0.0%	0.7%	0.3%	0.0%
Paid travel time (not transporting clients); (non-billable)		14.4%	14.4%	14.4%	11.8%	12.8%	6.6%
Participating in individual planning meetings (non-billable)		0.0%	0.0%	0.0%	0.4%	0.2%	0.0%
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%	0.4%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)		1.1%	1.1%	1.1%	0.7%	0.4%	0.0%
Program preparation (set-up or clean-up; non-billable)		4.9%	4.9%	4.9%	1.3%	0.9%	0.0%
Performing collateral contacts (non-billable)		3.5%	3.5%	3.5%	0.9%	0.6%	0.0%
Recordkeeping/ reporting writing (non-billable)		16.1%	16.1%	16.1%	9.1%	8.7%	12.9%
Employer time (e.g., staff meetings, receiving supervision)		0.7%	0.7%	0.7%	0.5%	0.3%	0.0%
Time 'lost' due to missed appointments		0.0%	0.0%	0.0%	1.5%	0.5%	0.0%
Receiving training (non-billable)		0.0%	0.0%	0.0%	0.8%	0.4%	0.0%
Paid break		0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
Time off (paid)		0.0%	0.0%	0.0%	0.6%	0.2%	0.0%
Time off (unpaid)		0.0%	0.0%	0.0%	5.1%	1.2%	0.0%
Performing other non-billable activities		4.6%	4.6%	4.6%	6.2%	5.0%	5.9%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Speech Language Pathology | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor			
	51			46			
Count of time studies							
Providing direct services		55.7%	58.8%	64.1%	53.3%	57.7%	59.5%
Providing other billable services		0.9%	0.2%	0.0%	0.8%	0.2%	0.0%
Paid travel time (not transporting clients); (non-billable)		14.8%	15.5%	15.9%	14.7%	14.0%	16.5%
Participating in individual planning meetings (non-billable)		0.2%	0.1%	0.0%	0.2%	0.1%	0.0%
Participating in individual assessments (non-billable)		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)		0.6%	0.3%	0.0%	0.9%	0.4%	0.0%
Program preparation (set-up or clean-up; non-billable)		2.8%	3.0%	2.5%	3.2%	2.8%	1.9%
Performing collateral contacts (non-billable)		3.4%	3.0%	3.1%	2.9%	2.0%	0.4%
Recordkeeping/ reporting writing (non-billable)		12.4%	12.8%	13.1%	9.4%	10.0%	10.7%
Employer time (e.g., staff meetings, receiving supervision)		0.5%	0.2%	0.0%	0.3%	0.1%	0.0%
Time 'lost' due to missed appointments		1.9%	1.6%	0.9%	2.1%	1.2%	0.0%
Receiving training (non-billable)		0.2%	0.0%	0.0%	1.2%	0.8%	0.0%
Paid break		0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (paid)		0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)		0.5%	0.2%	0.0%	0.8%	0.2%	0.0%
Performing other non-billable activities		5.5%	4.2%	0.3%	10.2%	10.5%	11.0%
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Adult/ Private Duty Nursing Services | All Regions | All Hours

Staffing Pattern (as a percentage of total hours)	Employee			Contractor		
Count of time studies	47			3		
Providing direct services	76.4%	90.6%	100.0%	100.0%	100.0%	100.0%
Providing other billable services	0.9%	0.1%	0.0%	0.0%	0.0%	0.0%
Paid travel time (not transporting clients); (non-billable)	2.4%	1.4%	0.0%	0.0%	0.0%	0.0%
Participating in individual planning meetings (non-billable)	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	0.5%	0.2%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Performing collateral contacts (non-billable)	1.6%	0.3%	0.0%	0.0%	0.0%	0.0%
Recordkeeping/ reporting writing (non-billable)	5.0%	2.5%	0.0%	0.0%	0.0%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	1.2%	0.3%	0.0%	0.0%	0.0%	0.0%
Time 'lost' due to missed appointments	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%
Paid break	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Time off (paid)	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	1.0%	0.4%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	9.1%	3.7%	0.0%	0.0%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Behavior Support Consultation | All Regions | All Hours

Staffing Pattern (as a percentage of total hours)	Employee			Contractor		
Count of time studies	14			67		
Providing direct services	48.1%	57.5%	66.2%	53.7%	60.8%	69.8%
Providing other billable services	4.9%	4.3%	0.0%	1.1%	0.2%	0.0%
Paid travel time (not transporting clients); (non-billable)	8.4%	9.0%	13.5%	11.7%	12.8%	15.8%
Participating in individual planning meetings (non-billable)	0.3%	0.1%	0.0%	0.6%	0.3%	0.0%
Participating in individual assessments (non-billable)	0.1%	0.0%	0.0%	1.0%	0.4%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.7%	0.3%	0.0%	1.8%	0.6%	0.0%
Program preparation (set-up or clean-up; non-billable)	1.2%	1.0%	0.0%	1.1%	0.7%	0.0%
Performing collateral contacts (non-billable)	4.5%	3.1%	3.3%	2.9%	2.7%	0.9%
Recordkeeping/ reporting writing (non-billable)	9.1%	8.8%	7.3%	10.9%	11.9%	13.1%
Employer time (e.g., staff meetings, receiving supervision)	4.6%	3.9%	2.6%	1.9%	1.6%	0.0%
Time 'lost' due to missed appointments	0.7%	0.3%	0.0%	1.5%	0.9%	0.0%
Receiving training (non-billable)	1.9%	1.7%	0.0%	1.9%	0.9%	0.0%
Paid break	0.5%	0.4%	0.0%	0.1%	0.0%	0.0%
Time off (paid)	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Time off (unpaid)	4.9%	0.7%	0.0%	3.1%	1.3%	0.0%
Performing other non-billable activities	9.3%	9.0%	7.0%	6.8%	4.9%	0.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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	Average w/ Outliers	Average w/o Outliers	Median		Average w/ Outliers	Average w/o Outliers	Median
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Nutritional Counseling | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	3			0		
Providing direct services	3.0%	3.0%	1.6%			
Providing other billable services	0.0%	0.0%	0.0%			
Paid travel time (not transporting clients); (non-billable)	3.6%	3.6%	4.5%			
Participating in individual planning meetings (non-billable)	5.7%	5.7%	8.6%			
Participating in individual assessments (non-billable)	28.6%	28.6%	10.2%			
Developing a support plan on behalf of individuals (non-billable)	21.4%	21.4%	33.3%			
Program preparation (set-up or clean-up; non-billable)	0.3%	0.3%	0.0%			
Performing collateral contacts (non-billable)	0.0%	0.0%	0.0%			
Recordkeeping/ reporting writing (non-billable)	25.0%	25.0%	31.3%			
Employer time (e.g., staff meetings, receiving supervision)	1.4%	1.4%	1.6%			
Time 'lost' due to missed appointments	0.0%	0.0%	0.0%			
Receiving training (non-billable)	0.5%	0.5%	0.0%			
Paid break	3.8%	3.8%	6.5%			
Time off (paid)	0.9%	0.9%	0.0%			
Time off (unpaid)	0.0%	0.0%	0.0%			
Performing other non-billable activities	5.7%	5.7%	2.3%			
Total	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%

All Other Billable Services (not listed above) | All Regions | All Hours

<i>Staffing Pattern (as a percentage of total hours)</i>	Employee			Contractor		
Count of time studies	20			35		
Providing direct services	56.6%	70.3%	90.2%	86.6%	95.7%	100.0%
Providing other billable services	6.3%	4.2%	0.0%	2.4%	0.5%	0.0%
Paid travel time (not transporting clients); (non-billable)	2.8%	2.6%	0.0%	1.1%	0.3%	0.0%
Participating in individual planning meetings (non-billable)	1.2%	1.0%	0.0%	0.0%	0.0%	0.0%
Participating in individual assessments (non-billable)	1.0%	0.3%	0.0%	0.0%	0.0%	0.0%
Developing a support plan on behalf of individuals (non-billable)	0.6%	0.1%	0.0%	0.5%	0.0%	0.0%
Program preparation (set-up or clean-up; non-billable)	2.1%	0.9%	0.0%	0.2%	0.0%	0.0%
Performing collateral contacts (non-billable)	1.0%	0.6%	0.0%	1.6%	0.3%	0.0%
Recordkeeping/ reporting writing (non-billable)	3.8%	2.6%	0.0%	2.1%	1.2%	0.0%
Employer time (e.g., staff meetings, receiving supervision)	2.1%	1.7%	0.4%	0.1%	0.0%	0.0%
Time 'lost' due to missed appointments	2.0%	0.7%	0.0%	0.0%	0.0%	0.0%
Receiving training (non-billable)	2.2%	1.7%	0.0%	0.2%	0.0%	0.0%
Paid break	0.9%	0.5%	0.0%	0.6%	0.1%	0.0%
Time off (paid)	0.4%	0.2%	0.0%	0.1%	0.0%	0.0%
Time off (unpaid)	4.6%	1.6%	0.0%	0.0%	0.0%	0.0%
Performing other non-billable activities	12.4%	11.0%	9.4%	4.5%	2.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Time Study Count	Average w/ Outliers	Average w/o Outliers	Median	Time Study Count	Average w/ Outliers	Average w/o Outliers	Median
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Average Daily Miles Driven by Service | All Regions

	Employee				Contractor			
Supported Living/ Intensive Medical Living Services	221	20	16	14	7	39	39	12
Customized In-Home Supports	32	37	30	26	6	27	16	20
Home Health Aide	0				0			
Homemaker/ Direct Support (Mi Via Waiver)	0				0			
In-Home Living Supports (Mi Via Waiver)	2	17	17	17	1	89	89	89
Respite - Individual or Group (DD Waiver)	5	33	33	12	13	31	27	27
Respite Standard (Mi Via Waiver)	0				0			
Respite - Home Health Aide (Medically Fragile Waiver)	0				0			
Respite - LPN (Medically Fragile Waiver or Mi Via Waiver)	0				0			
Respite - RN (Medically Fragile Waiver or Mi Via Waiver)	0				0			
Crisis Support	0				0			
Community Direct Support (Mi Via Waiver)	21	53	48	51	30	34	20	14
Customized Community Group Supports (Mi Via Waiver)	4	31	31	26	0			
Customized Community Support, Group	48	49	39	32	1	27	27	27
Customized Community Support, Individual	172	37	32	28	32	32	28	27
Comm. Int. Employment - Group	0				0			
Comm. Int. Employment - Coaching/ Maintenance/ Intensive	18	39	35	27	0			
Comm. Int. Employment - Job Development	0				0			
Comm. Int. Employment - Self Employment	2	25	25	25	0			
Employment Supports (includes Job Coach) - (Mi Via Waiver)	0				0			
Job Developer (Mi Via Waiver)	0				0			
Physical Therapy	11	41	34	28	34	57	37	33
Physical Therapy Assistant	3	58	58	43	18	42	39	40
Occupational Therapy	17	45	40	30	33	36	32	30
Occupational Therapy Assistant	1	18	18	18	14	67	50	38
Speech Language Pathology	46	45	33	30	42	50	33	33
Adult/ Private Duty Nursing Services	14	31	22	26	0			
Behavior Support Consultation	12	54	54	48	63	47	40	33
Nutritional Counseling	2	5	5	5	0			
All Other Billable Services (not listed above)	17	48	48	42	14	37	24	23

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Mileage per Trip by Service

Ct. Trips	Average w/ Outliers	Average w/o Outliers	Median
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All Regions				
Supported Living/ Intensive Medical Living Services	3,583	8	6	4
Customized In-Home Supports	589	8	6	4
Home Health Aide	0	-	-	-
Homemaker/ Direct Support (Mi Via Waiver)	58	4	3	2
In-Home Living Supports (Mi Via Waiver)	127	5	4	3
Respite - Individual or Group (DD Waiver)	75	6	4	3
Community Direct Support (Mi Via Waiver)	466	8	6	4
Customized Community Group Supports (Mi Via Waiver)	115	11	8	4
Customized Community Support, Individual	4,874	8	6	4
Customized Community Support, Group	1,893	9	5	4
Employment Supports (includes Job Coach) - (Mi Via Waiver)	44	9	7	7
Comm. Int. Employment - Coaching/ Maintenance/ Intensive	704	10	6	4
Comm. Int. Employment - Self Employment	41	8	6	6
Physical Therapy	1,173	8	6	4
Physical Therapy Assistant	572	10	6	4
Occupational Therapy	1,058	8	5	4
Occupational Therapy Assistant	305	7	5	3
Speech Language Pathology	2,005	9	5	4
Adult/ Private Duty Nursing Services	109	8	6	5
Behavior Support Consultation	1,448	8	5	3
Nutritional Counseling	26	12	7	6
All Other Billable Services (not listed above)	514	7	5	3

**Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

	Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
Behavioral Support Consultant				
Professional liability insurance	64	\$284	\$263	\$236
Licensing, credentialing, continuing education/ training expenses	65	\$862	\$577	\$385
Information technology/ equipment	59	\$1,262	\$1,172	\$900
Service/ office supplies	51	\$1,045	\$733	\$427
Travel and transportation expenses	56	\$4,044	\$3,097	\$1,968
Bookkeeping and administrative support (including tax preparation, legal co	49	\$1,232	\$890	\$700
Other administrative expense	28	\$4,538	\$3,150	\$1,243
Utility expense	0	-	-	-
Meals	17	\$5,057	\$2,668	\$1,500
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	12	\$1,552	\$1,552	\$1,622
Gifts	0	-	-	-
Health insurance	9	\$1,950	\$1,514	\$1,570
Other insurance	0	-	-	-
Miscellaneous	2	\$72,933	\$72,933	\$72,933
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	66	\$13,392	\$10,801	\$5,647

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Physical Therapist

Professional liability insurance	31	\$761	\$714	\$700
Licensing, credentialing, continuing education/ training expenses	32	\$972	\$766	\$550
Information technology/ equipment	30	\$1,850	\$1,586	\$1,350
Service/ office supplies	27	\$1,440	\$921	\$729
Travel and transportation expenses	29	\$7,262	\$6,186	\$3,884
Bookkeeping and administrative support (including tax preparation, legal co	29	\$1,896	\$1,471	\$1,112
Other administrative expense	16	\$20,535	\$6,887	\$3,600
Utility expense	0	-	-	-
Meals	13	\$2,800	\$2,800	\$2,500
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	13	\$7,344	\$2,502	\$780
Gifts	0	-	-	-
Health insurance	6	\$7,507	\$1,011	\$888
Other insurance	0	-	-	-
Miscellaneous	3	\$787	\$787	\$687
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	33	\$27,954	\$19,616	\$14,878

**Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Speech Language Pathologist

	Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
Professional liability insurance	43	\$235	\$189	\$129
Licensing, credentialing, continuing education/ training expenses	44	\$706	\$573	\$600
Information technology/ equipment	37	\$2,506	\$1,954	\$1,500
Service/ office supplies	44	\$1,582	\$1,460	\$500
Travel and transportation expenses	39	\$5,460	\$4,478	\$3,500
Bookkeeping and administrative support (including tax preparation, legal co	42	\$1,254	\$1,120	\$600
Other administrative expense	21	\$4,934	\$3,410	\$2,158
Utility expense	0	-	-	-
Meals	14	\$6,243	\$4,878	\$3,414
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	10	\$7,087	\$3,654	\$3,536
Gifts	0	-	-	-
Health insurance	3	\$6,598	\$6,598	\$6,500
Other insurance	0	-	-	-
Miscellaneous	3	\$38,567	\$38,567	\$17,884
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	46	\$18,837	\$11,809	\$9,715

Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Occupational Therapist

Professional liability insurance	36	\$363	\$282	\$219
Licensing, credentialing, continuing education/ training expenses	39	\$1,193	\$817	\$508
Information technology/ equipment	37	\$1,307	\$1,157	\$900
Service/ office supplies	38	\$2,308	\$1,871	\$1,150
Travel and transportation expenses	38	\$3,758	\$3,514	\$3,179
Bookkeeping and administrative support (including tax preparation, legal co	32	\$1,283	\$1,024	\$750
Other administrative expense	13	\$4,248	\$4,248	\$1,200
Utility expense	0	-	-	-
Meals	12	\$8,580	\$4,227	\$2,141
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	10	\$13,023	\$4,831	\$2,642
Gifts	0	-	-	-
Health insurance	8	\$4,826	\$4,826	\$4,057
Other insurance	0	-	-	-
Miscellaneous	4	\$601	\$601	\$549
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	39	\$18,178	\$12,602	\$8,887

**Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Physical Therapy Assistant

	Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
Professional liability insurance	28	\$372	\$334	\$315
Licensing, credentialing, continuing education/ training expenses	28	\$692	\$458	\$450
Information technology/ equipment	26	\$1,782	\$1,782	\$1,888
Service/ office supplies	27	\$995	\$910	\$500
Travel and transportation expenses	27	\$7,032	\$5,617	\$5,000
Bookkeeping and administrative support (including tax preparation, legal co	24	\$861	\$712	\$595
Other administrative expense	12	\$1,701	\$1,701	\$1,600
Utility expense	0	-	-	-
Meals	7	\$1,926	\$1,926	\$1,200
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	4	\$2,900	\$2,900	\$760
Gifts	0	-	-	-
Health insurance	2	\$1,606	\$1,606	\$1,606
Other insurance	0	-	-	-
Miscellaneous	1	\$131	\$131	\$131
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	28	\$12,942	\$12,154	\$12,400

**Home and Community Based Services (HCBS) Rate Study: Time Study Analysis
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Average Contractor Expenses

Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
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Occupational Therapy Assistant

	Ct. Reporting	Average w/ Outliers	Average w/o Outliers	Median
Professional liability insurance	13	\$279	\$207	\$217
Licensing, credentialing, continuing education/ training expenses	16	\$290	\$243	\$237
Information technology/ equipment	13	\$967	\$967	\$500
Service/ office supplies	14	\$1,282	\$1,282	\$1,240
Travel and transportation expenses	14	\$4,774	\$3,137	\$2,730
Bookkeeping and administrative support (including tax preparation, legal co	13	\$587	\$587	\$506
Other administrative expense	5	\$5,508	\$5,508	\$960
Utility expense	0	-	-	-
Meals	2	\$1,850	\$1,850	\$1,850
Subscriptions and memberships	0	-	-	-
Office (rent/ furniture)	2	\$330	\$330	\$330
Gifts	0	-	-	-
Health insurance	1	\$960	\$960	\$960
Other insurance	0	-	-	-
Miscellaneous	0	-	-	-
Other benefits (dental, retirement, etc.)	0	-	-	-
Taxes	0	-	-	-
Work Uniforms/ Clothing	0	-	-	-
Activity fees/ Client reinforcers	0	-	-	-
Total Expenses	16	\$9,132	\$7,358	\$5,981