

Provider Rate Study  
Long-Term Services and Supports

**Provider Survey Analysis**

prepared for:

Utah Department of Health and Human Services  
Division of Services for People with Disabilities

prepared by:

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**Long-Term Services and Supports  
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**Survey Participation**

	Response Rate by Provider with FY2024 Claims			Response Rate by Amount in FY2024 Claims		
	Count	Respondents	Response Rate	Total FY2024 Claims	Claims with Response	Response Rate
<b>Grand Total</b>	<b>334</b>	<b>51</b>	<b>15%</b>	<b>\$518,160,206</b>	<b>\$264,675,233</b>	<b>51%</b>
Support Coordination	71	16	23%	\$18,601,906	\$8,263,555	44%
Residential Habilitation	134	16	12%	\$225,176,621	\$140,353,268	62%
Supported Living	135	19	14%	\$76,357,374	\$20,413,422	27%
Host Home Supports	114	15	13%	\$54,886,832	\$21,457,952	39%
Professional Parent Supports	22	6	27%	\$7,692,317	\$3,605,233	47%
Day Supports	183	26	14%	\$85,764,142	\$50,995,400	59%
Respite	1	0	0%	\$87,644	\$0	0%
Transportation Service	151	25	17%	\$10,906,901	\$6,983,804	64%
Behavior Consultation	34	7	21%	\$9,145,314	\$5,657,909	62%
Supported Employment	66	18	27%	\$6,111,254	\$2,546,738	42%
Personal Assistance	7	1	14%	\$3,700,644	\$80	0%
Attendant Care	15	4	27%	\$1,088,470	\$238,082	22%
Extended Living Supports	68	11	16%	\$2,016,291	\$1,052,223	52%
Medication Monitoring	22	7	32%	\$1,507,576	\$1,114,972	74%
Personal Budget Assistance	136	22	16%	\$1,241,244	\$812,156	65%
Companion Service	7	0	0%	\$643,342	\$0	0%
Massage Therapy	3	1	33%	\$437,447	\$340,524	78%
Chore/Homemaker Services	12	4	33%	\$686,870	\$87,295	13%
<b><i>Largest Providers</i></b>						
Top 10 Providers by Total Revenue		6	60%	\$307,682,633	\$222,694,276	72%
Top 25 Providers by Total Revenue		8	32%	\$370,657,896	\$231,261,160	62%
Top 50 Providers by Total Revenue		16	32%	\$420,395,526	\$246,818,803	59%

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**Wages for Direct Care Staff - All Respondents**

Survey Count	Reported Hours	Average w/ otl.	All Employees				Employees Excluding Supervisors						
			Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	
Residential Habilitation	13	4,605,945	\$18.86	\$18.55	\$18.41	\$18.09	\$18.07	2,864,203	\$18.69	\$18.32	\$18.09	\$17.72	\$17.70
Extended Community Living Supports	4	33,757	\$17.76	\$18.16	\$18.13	\$18.08	\$18.13	27,943	\$17.28	\$17.59	\$17.39	\$17.32	\$17.36
Supported Living, Hourly	12	128,886	\$18.43	\$18.08	\$18.08	\$19.42	\$19.05	97,309	\$18.17	\$17.75	\$17.54	\$19.18	\$18.65
Supported Living, Natural Supports	10	447,790	\$18.64	\$18.23	\$18.13	\$22.14	\$18.93	431,504	\$18.22	\$17.77	\$17.82	\$22.10	\$18.46
Host Home Supports	5	17,263	\$17.74	\$17.74	\$18.08	\$17.96	\$17.96	14,923	\$17.26	\$17.26	\$17.24	\$17.29	\$17.29
Professional Parent Supports	2	14,642	\$18.15	\$18.15	\$18.13	\$17.96	\$17.96	13,737	\$17.46	\$17.46	\$17.39	\$17.73	\$17.73
Day Support - DSG, DSP, DSI	22	1,418,187	\$18.79	\$18.58	\$18.19	\$18.28	\$18.27	864,549	\$18.57	\$18.32	\$17.91	\$17.96	\$17.95
Supported Employment-Daily/ Enclave model	4	28,055	\$18.26	\$17.86	\$18.19	\$17.64	\$17.60	9,903	\$18.24	\$18.24	\$17.54	\$18.09	\$18.09
Transportation	16	196,334	\$18.89	\$18.45	\$18.19	\$18.06	\$18.05	130,293	\$18.26	\$17.92	\$17.79	\$18.01	\$17.98
Employment Prep Service	8	68,785	\$17.38	\$17.38	\$17.43	\$17.10	\$17.10	49,775	\$16.99	\$16.53	\$17.24	\$16.85	\$15.56
Supported Employment	12	93,175	\$17.86	\$18.07	\$18.08	\$18.04	\$18.08	70,472	\$17.56	\$17.33	\$17.54	\$17.39	\$17.36
Respite, Daily	2	568	\$20.56	\$20.56	\$18.30	\$22.53	\$22.53	243	\$17.34	\$17.34	\$17.24	\$17.25	\$17.25
Respite, Hourly	5	19,881	\$20.68	\$20.68	\$18.64	\$21.95	\$21.95	16,920	\$18.79	\$18.79	\$17.71	\$21.08	\$21.08
Respite, Camp	2	6,678	\$18.72	\$18.72	\$18.30	\$19.45	\$19.45	5,641	\$18.08	\$18.08	\$17.39	\$19.26	\$19.26
Behavioral Consultant Service - BC1	2	3,492	\$31.95	\$31.95	\$31.95	\$32.78	\$32.78	3,492	\$31.95	\$31.95	\$31.95	\$32.78	\$32.78
Behavioral Consultant Service - BC2	6	68,881	\$31.07	\$29.55	\$28.55	\$28.38	\$28.07	53,522	\$31.98	\$30.10	\$30.64	\$28.66	\$28.26
Behavioral Consultant Service - BC3	4	78,516	\$30.25	\$28.08	\$27.76	\$28.34	\$27.91	70,707	\$31.37	\$31.37	\$28.55	\$28.45	\$28.45
Medication Monitoring	4	31,918	\$27.71	\$27.71	\$28.29	\$26.92	\$26.92	25,419	\$27.42	\$27.42	\$28.80	\$26.51	\$26.51
Personal Budget Assistance	7	19,962	\$21.41	\$21.41	\$20.48	\$19.17	\$19.17	14,443	\$17.61	\$17.61	\$17.24	\$17.39	\$17.39
Attendant Care	3	3,595	\$19.12	\$19.12	\$18.19	\$23.29	\$23.29	3,535	\$18.59	\$18.59	\$17.24	\$23.32	\$23.32
Homemaker	1	3,184	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00	3,184	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00
Companion Service	0	0						0					
Massage Therapy	1	6,364	\$33.00	\$33.00	\$33.00	\$33.00	\$33.00	6,364	\$33.00	\$33.00	\$33.00	\$33.00	\$33.00
Support Coordination <sup>2</sup>	9	74,258	\$39.00	\$39.00	\$34.62	\$35.56	\$35.56	62,920	\$37.51	\$37.51	\$32.16	\$32.89	\$32.89

<sup>1</sup>Weighted averages (with and without outliers) are weighted by reported direct care work hours.

<sup>2</sup>In addition to the wages reported here, two providers reported paying support coordinators a monthly rate per client served which ranges from \$155 to \$171.51.

<sup>3</sup>Only six providers reported a small number of contractors across three services.

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**Wages for Direct Care Staff - Urban and Rural**

Urban Employees Excluding Supervisors							Rural Employees Excluding Supervisors						
Survey Count	Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	Survey Count	Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.

Residential Habilitation	9	1,797,835	\$19.85	\$19.29	\$19.21	\$17.94	\$17.90	5	977,624	\$17.03	\$17.03	\$16.89	\$17.33	\$17.33
Supported Living, Hourly	9	75,919	\$19.13	\$18.44	\$18.14	\$19.83	\$19.24	5	20,242	\$17.16	\$17.16	\$17.08	\$16.81	\$16.81
Day Support - DSG, DSP, DSI	18	636,589	\$19.05	\$18.71	\$18.41	\$18.19	\$18.17	6	205,758	\$16.92	\$16.92	\$16.91	\$17.27	\$17.27
Transportation	13	98,939	\$18.53	\$17.96	\$18.33	\$18.22	\$18.18	6	29,153	\$16.92	\$16.92	\$16.91	\$17.23	\$17.23
Supported Employment	11	52,263	\$17.78	\$17.46	\$17.84	\$17.74	\$17.69	5	17,909	\$17.00	\$17.00	\$17.08	\$16.39	\$16.39

<sup>1</sup>Weighted averages (with and without outliers) are weighted by reported direct care work hours.

<sup>2</sup>Insufficient data to report Frontier wages.

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**Annual Turnover Rates for Direct Care Staff - All Respondents**

Survey	Count	All Employees				
		Average	Average	Median	Wghtd Avg. <sup>1</sup>	Wghtd Avg. <sup>1</sup>
		w/ otl.	w/o otl.		w/ otl.	w/o otl.
Residential Habilitation	13	50%	31%	43%	64%	64%
Extended Community Living Supports	5	49%	49%	43%	54%	57%
Supported Living, Hourly	13	63%	31%	54%	35%	35%
Supported Living, Natural Supports	10	65%	27%	48%	12%	10%
Host Home Supports	5	80%	20%	56%	39%	36%
Professional Parent Supports	4	49%	49%	49%	41%	41%
Day Support - DSG, DSP, DSI	20	55%	31%	45%	58%	58%
Supported Employment-Daily/ Enclave model	7	64%	64%	62%	80%	80%
Transportation	16	65%	36%	53%	63%	63%
Employment Prep Service	9	49%	31%	43%	35%	35%
Supported Employment	14	57%	31%	44%	44%	41%
Respite, Daily	3	53%	23%	56%	31%	31%
Respite, Hourly	2	43%	0%	43%	5%	0%
Respite, Camp	4	42%	42%	49%	28%	28%
Behavioral Consultant Service - BC1	0					
Behavioral Consultant Service - BC2	3	28%	3%	20%	12%	11%
Behavioral Consultant Service - BC3	3	28%	4%	20%	17%	16%
Medication Monitoring	3	80%	27%	90%	64%	64%
Personal Budget Assistance	8	30%	18%	28%	41%	41%
Attendant Care	4	95%	47%	59%	11%	11%
Homemaker	0					
Companion Service	0					
Massage Therapy	0					
Support Coordination	5	15%	1%	10%	7%	5%

<sup>1</sup>Weighted averages (with and without outliers) are weighted by reported direct care work hours.

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**Annual Training Hours for Direct Care Staff - All Respondents**

Training Hours in the First Year						Training Hours After the First Year						Est. Annual Training Hours				
Survey Count	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	Survey Count	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.

Residential Habilitation	16	42	29	40	46	45	16	25	19	23	31	31	36	26	34	41	40
Extended Community Living Supports	5	48	27	40	42	42	5	36	20	40	38	38	43	24	40	40	40
Supported Living, Hourly	16	41	30	40	46	39	14	25	17	20	22	22	30	21	27	31	28
Supported Living, Natural Supports	12	42	25	40	25	16	11	26	17	20	9	9	27	18	22	11	10
Host Home Supports	6	37	37	40	30	40	5	33	17	40	28	28	34	24	40	28	32
Professional Parent Supports	4	54	54	40	85	85	4	41	41	40	43	43	46	46	40	60	60
Day Support - DSG, DSP, DSI	25	41	32	40	48	44	24	28	21	28	29	28	35	27	35	40	37
Supported Employment-Daily/ Enclave	7	46	46	40	52	52	7	32	32	35	27	27	43	43	39	47	47
Transportation	20	45	43	40	47	47	20	28	28	30	28	28	39	37	36	40	40
Employment Prep Service	11	42	42	40	46	46	11	33	33	36	33	33	36	36	37	38	38
Supported Employment	16	46	42	40	35	43	16	32	30	30	20	25	37	35	34	26	32
Respite, Daily	4	54	54	40	66	66	4	41	41	40	42	42	45	45	40	49	49
Respite, Hourly	4	43	21	33	19	19	3	26	10	20	7	7	26	10	20	7	7
Respite, Camp	4	43	43	40	48	48	4	38	38	40	34	34	39	39	40	38	38
Behavioral Consultant Service - BC1	2	44	44	44	37	37	2	25	25	25	18	18					
Behavioral Consultant Service - BC2	6	90	45	108	87	87	6	35	18	40	30	30	42	21	48	37	37
Behavioral Consultant Service - BC3	5	102	51	120	108	108	5	40	20	40	36	36	49	25	53	47	47
Medication Monitoring	4	79	35	80	56	56	4	40	18	40	30	30	65	29	66	47	47
Personal Budget Assistance	8	47	23	40	41	39	9	28	19	30	31	31	36	21	34	35	34
Attendant Care	5	34	40	40	13	40	4	34	17	40	4	4	34	20	40	5	8
Homemaker	1	10	10	10	10	10	0										
Companion Service	0						0										
Massage Therapy	0						0										
Support Coordination	15	312	218	161	317	272	13	63	37	45	54	45	75	45	50	66	55

<sup>1</sup>Weighted averages (with and without outliers) are weighted by reported direct care work hours.

**Long-Term Services and Supports  
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**Benefits for Direct Care Workers**

	Full-Time	Part-Time
<b># of Responding Providers</b>	50	50
<b># of Reported Staff</b>	2,982	3,092
<b>Percent of Reported Staff</b>	49.1%	50.9%

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

**Full-Time**

<b>Holidays</b>	41	19	46%	90%	90%	90%	100%	97%	97%						7.9	7.4	8.0	8.1	8.1	7.1
<b>Paid Time Off</b>	41	21	51%	77%	81%	89%	100%	96%	96%						17.1	13.2	12.0	13.0	12.9	9.5
<b>Health Insurance</b>	42	17	40%	72%	93%	93%	100%	92%	92%	50%	47%	50%	48%	42%	\$839	\$839	\$900	\$803	\$803	\$244
<b>Retirement Benefits</b>	43	17	40%	54%	80%	80%	83%	65%	65%	51%	51%	56%	25%	24%	\$258	\$258	\$196	\$115	\$122	\$16
<b>Other Benefits</b>	39	16	41%	49%	85%	85%	100%	91%	91%	42%	42%	41%	54%	55%	\$442	\$73	\$48	\$92	\$78	\$21

**Part-Time**

<b>Holidays</b>	33	10	30%	42%	89%	100%	100%	100%	100%						6.9	6.9	8.0	7.4	7.4	3.1
<b>Paid Time Off</b>	33	4	12%	1%	81%	100%	100%	49%	100%						7.5	7.5	5.0	5.1	5.0	0.0
<b>Health Insurance</b>	33	2	6%	0%	61%	61%	61%	32%	32%	3%	3%	3%	6%	6%						\$0
<b>Retirement Benefits</b>	32	9	28%	18%	82%	82%	95%	52%	52%	55%	55%	57%	11%	32%	\$156	\$87	\$78	\$83	\$108	\$6
<b>Other Benefits</b>	29	2	7%	0%	50%	50%	50%	33%	33%	0%	0%	0%	0%	0%						\$0

<b>Worker's Compensation (amount per \$100 wages)</b>	\$1.28	\$1.05	\$1.10	\$1.08	\$1.02
<b>State Unemployment Security Tax Rate</b>	5.52%	2.37%	1.10%	0.86%	0.86%

<sup>1</sup>Weighted averages are weighted using total hours calculated from survey data

<sup>2</sup>Holidays and paid time off are annual amounts; health insurance and other benefits are monthly amounts (employer-paid premiums, excluding employee contributions).

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

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**Support Coordination**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	16				
Number of individuals receiving Support Coordination	832				

***Service Design***

Caseload of a support coordinator (for a full-time equivalent staff person)		35.9	37.1	37.0	35.6	36.1
Percentage of support coordinators who have dedicated office space	81%					
<i>Residential program recipients</i>						
Contacts per individual per year		19.9	18.9	20.0	21.6	20.9
Face-to-face contacts per individual per year		11.0	11.0	12.0	11.0	11.0
Length in hours of a face-to-face Support Coordination encounter		1.2	0.9	0.8	1.1	0.9
<i>Day Support/Supported Living recipients</i>						
Contacts per individual per year		15.4	14.5	13.5	18.8	14.6
Face-to-face contacts per individual per year		7.3	6.9	6.0	7.4	6.6
Length in hours of a face-to-face Support Coordination encounter		0.9	0.8	0.8	0.8	0.7
<i>SAS recipients</i>						
Contacts per individual per year		15.9	14.5	14.0	18.9	18.1
Face-to-face contacts per individual per year		5.1	5.1	5.0	5.1	5.1
Length in hours of a face-to-face Support Coordination encounter		1.5	1.3	1.0	1.4	1.1

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per support coordinator		192	179	198	189	171
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**Support Coordination**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Staffing Pattern (scaled to a 40-hour workweek)***

Developing the person centered support plan	3.4	3.2	3.6	4.4	3.9
Conducting virtual or in person visits with the individual	8.9	10.0	9.7	10.0	11.4
Participating in person centered support plan meetings	2.4	2.0	1.7	1.9	2.0
Monitoring the implementation of the support plan (e.g., records review)	2.9	2.9	2.9	3.3	2.9
Making changes to individuals' plans and budgets	3.2	3.3	3.4	3.4	3.6
Completing assessments	2.2	2.5	1.3	1.8	2.1
Performing 'collateral contacts'	3.4	3.3	3.0	3.3	3.0
Time 'lost' due to missed appointments	1.3	1.4	1.4	1.3	1.2
Travel time between individuals	3.4	3.6	4.3	3.6	3.8
Recordkeeping	4.0	3.7	4.2	3.0	3.2
Employer time	1.6	1.8	2.1	1.3	1.5
Administrative tasks for owner/operators	2.3	2.2	2.4	1.8	1.4
Other activities	0.9	0.1	0.0	0.9	0.1
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

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**Residential Habilitation**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	15					
Number of homes operated	482					
Number of individuals receiving Residential Habilitation	1,526					

**Staffing**

Percent of agencies that permit overnight shift staff to sleep	33%					
Percent of agencies that treat overnight hours as 'regular' work hours	83%					

**Staffing Pattern (scaled to a 40-hour workweek)**

Providing Residential Habilitation services	38.6	38.9	38.8	39.0	39.0
Providing other billable services	0.4	0.0	0.0	0.0	0.0
Participating in person centered support plan meetings	0.4	0.4	0.2	0.2	0.2
Employer time	0.7	0.7	1.0	0.8	0.8
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

	Individuals Reported					
Daily 930 Hours per individual	207	8.8	9.0	8.9	9.2	9.4
Annual ELS Hours per individual	34	262.4	158.0	72.0	184.8	146.2
Absence days per individual per year	249	17.0	6.6	1.0	12.4	6.4

**Vehicles**

Annual mileage per home on agency owned vehicles	11,554	11,499	12,000	7,425	7,187
Typical vehicle size of agency owned or leased vehicles	7	7	6	8	6
Average useful life (in miles) of vehicles before disposal	123,679	120,800	100,000	147,627	141,290
Purchase price of agency-owned vehicles	\$61,556	\$62,589	\$68,500	\$36,485	\$44,988
Monthly lease price of agency-leased vehicles	\$617	\$617	\$681	\$473	\$473
Annual mileage per home on staff owned vehicles	3,689	1,994	2,000	4,164	1,814

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Residential Habilitation**

Count by Capacity	Home Setting (by Capacity)				Count by Occupancy	Hours per week by Home Occupancy													
	House	Apartment	Duplex	Mobile Home		Total Staff Hours			Staff 'Awake' Hours			Staff 'Asleep' Hours			Homes Reporting Professional Hours	Professional Hours			
						Average with Outliers	Average without Outliers	Median	Average with Outliers	Average without Outliers	Median	Average with Outliers	Average without Outliers	Median		Average with Outliers	Average without Outliers	Median	

Responding providers	12																			
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All Homes	111	67	33	11	0	110	237	221	213	226	211	209	11	9	0	15	2.8	2.0	1.0
1-person homes	2	1	0	1	0	5	84	84	88	84	84	88	0	0	0	1	1.0	1.0	1.0
2-person homes	8	0	8	0	0	20	156	156	152	142	142	148	14	14	0	0			
3-person homes	55	37	17	1	0	42	194	200	207	179	184	186	15	15	0	2	12.5	12.5	12.5
4-person homes	10	4	1	5	0	9	232	247	247	232	247	247	0	0	0	3	0.3	0.3	0.3
5-person homes	7	5	2	0	0	10	297	310	298	295	307	298	3	0	0	1	1.3	1.3	1.3
6-person homes	14	11	0	3	0	10	372	359	370	366	353	367	6	0	0	4	1.0	1.0	0.5
7-person homes	3	1	1	1	0	6	387	387	361	368	368	361	19	0	0	2	3.8	3.8	3.8
8-person homes	10	8	2	0	0	5	497	497	522	475	475	522	22	22	0	1	2.4	2.4	2.4
9-person homes	0	0	0	0	0	1	307	307	307	307	307	307	0	0	0	0			
10-person homes	1	0	1	0	0	2	373	373	373	373	373	373	0	0	0	1	0.3	0.3	0.3
11-person homes	1	0	1	0	0	0										0			

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Supported Living**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	11				
Number of individuals receiving Supported Living	115				

***Service Design***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Hours of Supported Living an individual receives in a week	22.4	20.0	21.0	24.9	24.2
Percent of Supported Living that an individual receives in the community	71%	71%	75%	76%	76%
Number of service encounters per week per direct care worker	8.3	6.1	6.0	7.3	6.5
Average length in hours of a Supported Living encounter	3.9	3.6	3.5	4.4	4.0

***Mileage (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Miles driven per week per direct care worker to travel to and from service encounters	76	76	87	81	81
Miles driven per week per direct care worker to transport individuals	103	103	56	142	142

***Staffing Pattern (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Providing billable direct face-to-face Supported Living services	32.7	35.5	36.4	34.3	35.9
Providing indirect billable Supported Living services	0.8	0.8	0.0	0.5	0.5
Providing other billable services	2.3	0.2	0.0	1.3	0.2
Participating in care plan meetings	0.5	0.4	0.3	0.6	0.5
Time 'lost' due to missed appointments	0.4	0.2	0.0	0.4	0.3
Travel time between individuals	1.3	1.3	1.2	1.0	1.1
Recordkeeping	0.7	0.5	0.8	0.9	0.5
Employer time	1.0	1.0	1.3	1.0	1.0
Other activities	0.3	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Supported Living - Natural Supports**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	12				
Number of individuals receiving Supported Living - Natural Supports	931				

***Service Design***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Hours of Supported Living - Natural Supports an individual receives in a week	16.8	15.1	17.1	23.5	23.2
Percent of Supported Living that an individual receives in the community	61%	61%	70%	67%	67%
Number of service encounters per week per direct care worker	6.0	6.0	5.0	5.5	5.5
Average length in hours of a Supported Living encounter	3.7	3.9	3.5	5.6	5.6

***Mileage (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Miles driven per week per direct care worker to travel to and from service encounters	117	117	121	18	18
Miles driven per week per direct care worker to transport individuals	191	118	133	24	24

***Staffing Pattern (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Providing billable direct face-to-face Supported Living services	31.0	35.0	36.5	36.1	36.3
Providing indirect billable Supported Living services	0.5	0.5	0.0	1.0	1.0
Providing other billable services	3.8	0.5	0.0	0.2	0.1
Participating in care plan meetings	0.4	0.3	0.1	1.0	1.0
Time 'lost' due to missed appointments	0.5	0.3	0.0	0.1	0.1
Travel time between individuals	1.6	1.7	1.4	0.5	0.5
Recordkeeping	0.7	0.7	1.0	0.3	0.3
Employer time	1.3	1.0	1.1	0.7	0.7
Other activities	0.2	0.0	0.0	0.1	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Host Home Supports**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	12				
Number of Host Homes	250				
Number of individuals receiving Host Home Supports	278				

***Recruitment, Certification, and Placement***

Annual miles driven by recruiters for initial site review and recruitment per home		1,371	1,371	255	1,009	1,009
Staff hours required to recruit, train, and approve a Host Home		32.9	28.2	30.0	39.1	36.8
Host Homes that received initial approval and placement in the reported fiscal year	72					
Typical years a Host Home contracts with your agency		5.6	4.6	5.0	7.8	7.5

***Supervision, Training, and Supports for Host Homes***

Caseload (number of homes) for a full-time equivalent home supervisor		9.7	9.7	7.0	16.0	16.0
Number of supervision visits per Host Home per year		12.5	11.3	12.0	11.5	11.4
Miles driven per supervision and monitoring visit		55	29	28	34	30
Percent of agencies that provide training to Host Home providers	100%					
Number of annual training hours delivered to Host Home providers		17.6	14.9	12.0	22.6	16.8
Percent of training hours provided face-to-face (rather than, for example, online training)		77%	84%	90%	82%	82%
Percent of agencies that have training delivered by the home supervisor	91%					
Percent of training hours that Host Home providers receive with a group of other providers		32%	26%	33%	44%	42%
Number of participants in a group training session		4	4	5	5	5
Percent of agencies that respite is managed by the home provider	9%					
Percent of agencies that respite is contracted with home providers	55%					
Percent of agencies that respite is managed hourly with staff	36%					

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Professional Parents Supports**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	5				
Number of Professional Parent homes	40				
Number of individuals receiving Professional Parents Supports	48				

***Recruitment, Certification, and Placement***

Annual miles driven by recruiters for initial site review and recruitment per home		100	100	100	120	120
Staff hours required to recruit, train, and approve a Professional Parent home		34.8	34.8	31.0	34.4	34.4
Homes that received initial approval and placement in the reported fiscal year	64					
Typical years a Professional Parent home contracts with your agency		10.5	10.5	9.0	10.3	10.3

***Supervision, Training, and Supports for Professional Parents***

Caseload (number of homes) for a full-time equivalent home supervisor		16.3	16.3	21.0	17.7	17.7
Number of supervision visits per Professional Parent home per year		12.5	12.5	13.5	13.0	13.0
Miles driven per supervision and monitoring visit		27.0	27.0	27.4	23.3	23.3
Percent of agencies that provide training to Professional Parents	100%					
Number of annual training hours delivered to Professional Parents		22.3	22.3	16.0	25.1	25.1
Percent of training hours provided face-to-face (rather than, for example, online training)		86%	86%	90%	87%	87%
Percent of agencies that have training delivered by the home supervisor	75%					
Percent of training hours that Professional Parents receive with a group of other providers		45%	45%	50%	48%	48%
Number of participants in a group training session		5	5	5	5	5
Percent of agencies that respite is managed by the home provider	0%					
Percent of agencies that respite is contracted with home providers	75%					
Percent of agencies that respite is managed hourly with staff	25%					

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Host Homes**

	Count	% of Total	Average with Outliers	Average without Outliers	Median	Distribution of Daily Payment Amount							
						\$50 to \$75	\$75 to \$100	\$100 to \$125	\$125 to \$150	\$150 to \$175	\$175 to \$200	\$200 to \$225	\$225 to \$250
Responding providers	11												
Individuals in Host Homes	176												
Individuals enrolled in fiscal year 2024	13	7%											
Daily payment amount to Host Homes	176	100%	\$134.11	\$131.56	\$125.00	2	19	66	33	34	15	3	4
Daily payment to 1-person Host Homes	119	68%	\$128.12	\$126.40	\$118.53	2	15	52	19	20	8	2	1
Daily payment to 2-person Host Homes	53	30%	\$145.21	\$139.50	\$132.85	0	4	13	14	13	5	1	3
Daily payment to 3-person Host Homes	4	2%	\$165.25	\$165.25	\$175.00	0	0	1	0	1	2	0	0
Respite days provided in reported fiscal year	141	80%	13.1	7.8	3.0								
Absence days in reported fiscal year	169	96%	15.7	4.1	0.0								
Percent who receive Extended Community Living Supports	14	8%											
Hours per week of outside DSP Staff provided in the home	125	71%	9	7	5								

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Professional Parents Supports**

	Count	% of Total	Average with Outliers	Average without Outliers	Median	Distribution of Daily Payment Amount								
						\$50 to \$75	\$75 to \$100	\$100 to \$125	\$125 to \$150	\$150 to \$175	\$175 to \$200	\$200 to \$225	\$225 to \$250	
Responding providers	5													
Individuals in Professional Parent Homes	45													
Individuals enrolled in fiscal year 2024	9	20%												
Daily payment amount to Professional Parent Homes	45	100%	\$117.99	\$114.73	\$112.83	0	5	28	8	3	0	1	0	
Daily payment to 1-person Professional Parent Homes	39	87%	\$117.08	\$113.25	\$112.00	0	5	25	6	2	0	1	0	
Daily payment to 2-person Professional Parent Homes	6	13%	\$123.89	\$123.89	\$124.09	0	0	3	2	1	0	0	0	
Daily payment to 3-person Professional Parent Homes	0	0%				0	0	0	0	0	0	0	0	
Respite days provided in reported fiscal year	30	67%	12	10	7									
Absence days in reported fiscal year	23	51%	8.5	5.5	5.0									
Percent who receive Extended Community Living Supports	0	0%												
Hours per week of outside DSP Staff provided in the home	29	64%	5	5	5									

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Day Support - DSG, DSP, DSI**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	18					
Number of Day Support programs	74					
Number of individuals receiving Day Support	1,698					

***Service Design***

Percentage of services delivered at a ratio of six or more members per direct care worker	0%	0%	0%	0%	0%
Percentage of services delivered at a ratio of five members per direct care worker	5%	0%	0%	7%	0%
Percentage of services delivered at a ratio of four members per direct care worker	24%	26%	0%	19%	17%
Percentage of services delivered at a ratio of three members per direct care worker	46%	72%	100%	65%	82%
Percentage of services delivered at a ratio of two members per direct care worker	17%	1%	0%	8%	1%
Percentage of services delivered at a ratio of one member per direct care worker	8%	0%	0%	1%	0%
Hours of Day Support services that an individual receives per week	27.0	29.5	30.0	28.3	29.9

***Attendance***

Attendance rate for persons receiving Day Support services	88%	90%	90%	88%	88%
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***Facility Details***

Square footage per individual receiving center-based Day Support	398	234	175	165	160
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**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Day Support - DSG, DSP, DSI**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Vehicles***

Number of miles traveled per individual per week in agency vehicles	64	47	43	115	45
Number of miles traveled per individual per week in agency vehicles - in-program	30	19	19	55	17
Number of miles traveled per individual per week in agency vehicles - MTP	34	25	23	60	30
Typical vehicle size of agency owned or leased vehicles	8.0	7.8	8.0	7.6	7.3
Average useful life (in miles) of vehicles before disposal	155,870	158,847	150,000	186,656	190,960
Purchase price of agency-owned vehicles	\$53,939	\$53,939	\$46,792	\$48,879	\$48,879
Monthly lease price of agency-leased vehicles	\$606	\$574	\$585	\$676	\$644
Miles per week per individual on staff-owned vehicles used to transport individuals	3	2	1	2	1

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Day Support services	31.8	32.0	32.2	32.2	32.5
Providing billable Transportation - MTP	5.7	5.9	6.0	6.0	6.0
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in person centered support plan meetings	0.2	0.2	0.3	0.2	0.2
Recordkeeping	0.7	0.6	0.5	0.5	0.4
Employer time	0.5	0.4	0.5	0.5	0.4
Program preparation/ set-up/ clean-up	0.6	0.5	0.5	0.4	0.4
Researching and developing community options/ program development	0.4	0.3	0.0	0.2	0.1
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Supported Employment - Daily / Enclave model - SED**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	7				
Number of individuals receiving Supported Employment - Daily / Enclave model	100				

***Service Design***

Percentage of services delivered at a ratio of six or more members per direct care worker	11%	10%	0%	15%	15%
Percentage of services delivered at a ratio of five members per direct care worker	8%	5%	0%	2%	2%
Percentage of services delivered at a ratio of four members per direct care worker	41%	55%	71%	44%	44%
Percentage of services delivered at a ratio of three members per direct care worker	21%	28%	29%	38%	38%
Percentage of services delivered at a ratio of two members per direct care worker	1%	0%	0%	0%	0%
Percentage of services delivered at a ratio of one member per direct care worker	17%	2%	0%	1%	1%
Hours of a Supported Employment - Daily encounter for an individual	4.8	4.8	6.0	3.8	3.8

***Attendance***

Attendance rate for persons receiving SED services	88%	88%	90%	87%	87%
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***Vehicles***

Number of miles traveled per individual per week in agency vehicles	184	184	90	61	61
Number of miles traveled per individual per week in agency vehicles for SED	122	122	26	34	34
Number of miles traveled per individual per week in agency vehicles for MTP	62	62	45	27	27
Typical vehicle size of agency owned or leased vehicles	6.8	6.8	6.0	6.1	6.1
Average useful life (in miles) of vehicles before disposal	130,044	130,044	150,000	152,270	152,270
Purchase price of agency-owned vehicles	\$44,057	\$44,057	\$34,000	\$59,510	\$59,510
Monthly lease price of agency-leased vehicles	\$775	\$775	\$775	\$1,035	\$1,035
Miles per week per individual in staff-owned vehicles used to transport individuals	24	24	24	43	43

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Supported Employment - Daily / Enclave model - SED**

	All Respondents				
	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>					
Providing billable Supported Employment - Daily services	29.8	29.8	34.5	23.6	23.6
Providing other billable services	6.8	6.8	2.6	13.9	13.9
Participating in person centered support plan meetings	0.9	0.9	1.1	0.7	0.7
Travel time between individuals	1.5	1.5	1.1	0.9	0.9
Recordkeeping	0.5	0.5	0.3	0.5	0.5
Employer time	0.6	0.6	0.5	0.4	0.4
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Transportation - MTP**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	17				
Number of individuals receiving Transportation - MTP	1,509				

***Service Design***

Percent of individuals requiring lift-equipped transportation services	17%				
Percent of agencies who utilize dedicated drivers	50%				
Percentage of one-way trips utilizing a second staff person		27%	17%	11%	29%
			28%		

***Vehicles***

Number of miles traveled per individual per week in agency vehicles	53	23	14	11	7
Typical vehicle size of agency owned or leased vehicles	7.4	7.1	7.5	7.3	7.1
Purchase price of agency-owned vehicles	\$49,024	\$41,256	\$35,123	\$54,479	\$53,392
Monthly lease price of agency-leased vehicles	\$963	\$963	\$768	\$822	\$822
Monthly mileage reimbursement in staff-owned vehicles per individual	\$14.22	\$0.82	\$0.00	\$10.11	\$3.30

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Transportation services	14.3	14.4	7.1	16.7	16.8
Providing other billable services	23.1	23.4	30.9	21.9	22.0
Travel time between individuals	2.0	1.7	1.6	0.9	0.8
Employer time	0.6	0.5	0.5	0.5	0.4
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Employment Prep - EPR**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	8				
Number of Employment Prep programs	14				
Number of individuals receiving Employment Prep	116				

***Service Design***

Percentage of services delivered at a ratio of six or more members per direct care worker	0%	0%	0%	0%	0%
Percentage of services delivered at a ratio of five members per direct care worker	9%	0%	0%	3%	0%
Percentage of services delivered at a ratio of four members per direct care worker	17%	23%	0%	20%	44%
Percentage of services delivered at a ratio of three members per direct care worker	21%	4%	0%	57%	14%
Percentage of services delivered at a ratio of two members per direct care worker	33%	45%	89%	19%	41%
Percentage of services delivered at a ratio of one member per direct care worker	21%	29%	11%	0%	1%
Hours of Employment Prep services that an individual receives per week	24.4	25.7	30.0	26.8	27.4
Percentage of Employment Prep services provided in the community	32%	30%	35%	54%	34%
Percentage of Employment Prep services provided in the center	68%	70%	65%	46%	66%

***Attendance***

Attendance rate for persons receiving Employment Prep services	81%	87%	85%	86%	86%
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***Facility Details***

Square footage per individual receiving center-based Employment Prep	2,173	1,616	1,660	611	587
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**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Employment Prep - EPR**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Vehicles***

Number of miles traveled per individual per week in agency vehicles	74	52	48	41	36
Typical vehicle size of agency owned or leased vehicles	7.6	7.6	7.0	7.7	7.7
Average useful life (in miles) of vehicles before disposal	156,250	150,000	150,000	162,416	150,000
Purchase price of agency-owned vehicles	\$47,750	\$47,750	\$42,500	\$41,293	\$41,293
Monthly lease price of agency-leased vehicles	\$472	\$472	\$450	\$710	\$710
Miles per week per individual on staff-owned vehicles used to transport individuals	0	0	0	1	0

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Employment Prep services	25.5	25.2	32.6	30.5	30.7
Providing billable Transportation - MTP	4.5	5.1	5.1	4.0	4.1
Providing other billable services	7.6	7.5	0.0	1.7	1.7
Participating in person centered support plan meetings	0.4	0.4	0.3	0.7	0.7
Recordkeeping	0.6	0.6	0.9	0.7	0.7
Employer time	0.5	0.5	0.6	0.8	0.8
Program preparation/ set-up/ clean-up	0.5	0.4	0.5	0.8	0.5
Researching and developing community options/ program development	0.4	0.4	0.0	0.6	0.6
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Supported Employment - SEI - Job Coaching**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	12				
Number of individuals receiving Supported Employment - SEI - Job Coaching	174				

***Service Design***

Hours of Supported Employment - SEI - Job Coaching an individual receives in a week	8.1	5.6	4.0	5.5	5.0
Number of service encounters per week per direct care worker	5.2	5.2	5.0	4.7	4.7
Average length in hours of a Supported Employment encounter	3.6	3.0	2.0	4.0	2.2

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per direct care worker to travel to and from service encounters	105	105	100	130	130
Miles driven per week per direct care worker to transport individuals	68	28	35	83	49

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Supported Employment - SEI - Job Coaching services	26.0	28.9	36.2	35.1	36.3
Providing other billable services	8.3	6.1	0.0	1.5	0.8
Participating in care plan meetings	0.3	0.3	0.0	0.2	0.2
Time 'lost' due to missed appointments	1.3	1.1	1.0	0.8	0.8
Travel time between individuals	1.7	1.8	1.6	1.0	1.0
Recordkeeping	0.7	0.7	0.7	0.6	0.6
Employer time	1.7	1.0	0.5	0.8	0.3
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Supported Employment - SEI - Job Development**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	3					
Number of individuals receiving Supported Employment - SEI - Job Development	82					

***Service Design***

Hours of SEI - Job Development an individual receives in a week	5.0	5.0	3.0	3.2	3.2
Number of service encounters per week per direct care worker	10.0	10.0	10.0	10.0	10.0
Average length in hours of a Supported Employment encounter	2.8	2.8	2.8	3.3	3.3

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per direct care worker to travel to and from service encounters	100	100	100	100	100
Miles driven per week per direct care worker to transport individuals	50	50	50	50	50

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Supported Employment - SEI - Job Development services	27.5	27.5	27.5	33.0	33.0
Providing other billable services	2.5	2.5	2.5	0.7	0.7
Participating in care plan meetings	0.6	0.6	0.6	0.4	0.4
Time 'lost' due to missed appointments	3.8	3.8	3.8	2.8	2.8
Travel time between individuals	2.3	2.3	2.3	1.7	1.7
Recordkeeping	0.8	0.8	0.8	0.6	0.6
Employer time	2.6	2.6	2.6	0.9	0.9
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Respite, Daily RP4 & RP5**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	8				
Number of individuals receiving Respite, Daily RP4 & RP5	121				

***Service Design***

Percentage of visits that are between 6 and 8 hours	29%	31%	16%	21%	21%
Percentage of visits that are between 8 and 12 hours	6%	1%	0%	2%	0%
Percentage of visits that are between 12 and 16 hours	13%	11%	2%	15%	14%
Percentage of visits that are over 16 hours	52%	56%	83%	62%	65%
Percentage of visits provided in individual's home or place of residence	24%	25%	25%	15%	25%
Percentage of visits provided in private home of a respite provider	24%	25%	25%	15%	25%
Percentage of visits provided in host home or residential habilitation home	24%	25%	25%	15%	25%
Percentage of visits provided in another location	24%	25%	25%	15%	25%

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per direct care worker to travel to and from service encounters	25	25	25	0	0
Miles driven per week per direct care worker to transport individuals	61	61	61	53	53

***Staffing and Compensation for Daily Respite***

Percentage of Respite Support days staffed by a single staff member (no shifts)	98%	98%	100%	99%	99%
Percentage of direct care workers paid a daily 'stipend' rather than an hourly wage	84%	98%	100%	91%	100%
As applicable, average daily 'stipend' paid to direct care workers	\$107.96	\$107.96	\$101.75	\$111.08	\$111.08

**Long-Term Services and Supports  
 Provider Survey Analysis  
 prepared for Utah Department of Health and Human Services**

**Respite, Daily RP4 & RP5**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Respite Support services	23.3	28.3	38.8	23.3	36.4
Providing other billable services	7.5	9.1	0.0	1.5	2.4
Participating in care plan meetings	0.4	0.2	0.0	0.1	0.0
Travel time between individuals	0.8	1.0	0.0	0.3	0.4
Recordkeeping	0.9	0.3	0.0	1.7	0.1
Employer time	0.9	1.1	1.2	0.5	0.8
Other activities	0.5	0.0	0.0	0.3	0.0
<b>Total</b>	<b>34.3</b>	<b>40.0</b>	<b>40.0</b>	<b>27.7</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Respite, Hourly RP2 & RP3**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	6				
Number of individuals receiving Respite, Hourly RP2 & RP3	95				

***Service Design***

For hourly Respite Support services, average length of a visit	4.3	4.3	3.8	4.3	4.3
Percentage of visits provided in individual's home or place of residence	78%	96%	100%	96%	98%
Percentage of visits provided in private home of a respite provider	2%	0%	0%	0%	0%
Percentage of visits provided in host home or residential habilitation home	0%	0%	0%	0%	0%
Percentage of visits provided in another location	20%	4%	0%	3%	2%

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per direct care worker to travel to and from service encounters	58	58	58	92	92
Miles driven per week per direct care worker to transport individuals	46	46	32	70	70

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Respite Support services	27.9	29.1	39.5	33.3	36.2
Providing other billable services	9.9	10.3	0.0	2.9	3.1
Participating in care plan meetings	0.1	0.0	0.0	0.0	0.0
Travel time between individuals	0.3	0.0	0.0	0.0	0.0
Recordkeeping	0.2	0.1	0.0	0.1	0.0
Employer time	1.1	0.6	0.5	3.6	0.7
Other activities	0.5	0.0	0.0	0.1	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC1**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers		5				
<b><i>Functional Behavior Assessment</i></b>						
Number of individuals who received a Functional Behavior Assessment in the last year		85				
Average length in hours to complete an individual's FBA		7.8	7.8	7.0	9.1	9.1
<b><i>Behavioral Support Plan</i></b>						
Number of individuals who received Behavior Support Plans in the past year		103				
Average length in hours to complete an individual's BSP		6.8	6.8	5.5	6.6	6.6
<b><i>Ongoing Behavior Consultation</i></b>						
Number of individuals who received "Ongoing" Behavior Consultation in the past year		126				
Hours of "Ongoing" Behavior Consultation delivered to an individual in the past year		25.9	25.9	28.3	38.0	38.0
<b><i>Facilities</i></b>						
Approximate operating cost per square foot (including rent)		\$16.13	\$16.13	\$16.13	\$16.13	\$16.13
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>						
Miles driven per week per Behavior Consultant to travel to and from service encounters		8	8	10	7	7

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC1**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Behavior Consultation (i.e. FBA, BSP, "Ongoing")	29.9	29.9	32.4	29.4	29.4
Providing supervision of other Behavior Consultants	0.0	0.0	0.0	0.0	0.0
Providing other billable services	2.0	2.0	0.0	1.1	1.1
Participating in person centered support plan meetings	1.0	1.0	1.1	1.5	1.5
Performing 'collateral contacts' not otherwise billable	2.9	2.9	4.3	2.6	2.6
Time 'lost' due to missed appointments	0.2	0.2	0.0	0.1	0.1
Travel time between individuals	1.1	1.1	1.1	1.6	1.6
Recordkeeping	1.5	1.5	1.1	0.9	0.9
Employer time	0.3	0.3	0.0	0.5	0.5
Other activities	1.0	1.0	0.0	2.3	2.3
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC2**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	5				
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***Functional Behavior Assessment***

Number of individuals who received a Functional Behavior Assessment in the last year	832				
Average length in hours to complete an individual's FBA		8.5	8.5	8.5	8.7
			8.7		

***Behavioral Support Plan***

Number of individuals who received Behavior Support Plans in the past year	1,083				
Average length in hours to complete an individual's BSP		8.5	8.5	6.0	11.5
				11.5	

***Ongoing Behavior Consultation***

Number of individuals who received "Ongoing" Behavior Consultation in the past year	1,089				
Hours of "Ongoing" Behavior Consultation delivered to an individual in the past year		322.3	43.1	51.0	157.2
				45.6	

***Facilities***

Approximate operating cost per square foot (including rent)		\$24.79	\$24.79	\$24.79	\$30.16
				\$30.16	

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per Behavior Consultant to travel to and from service encounters		112	112	29	25
				25	

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC2**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Behavior Consultation (i.e. FBA, BSP, "Ongoing")	29.1	30.1	31.4	30.0	31.1
Providing supervision of other Behavior Consultants	2.0	2.1	2.2	2.0	2.1
Providing other billable services	1.3	1.4	0.0	1.7	1.8
Participating in person centered support plan meetings	1.3	1.4	1.2	1.5	1.5
Performing 'collateral contacts' not otherwise billable	2.3	2.4	2.4	1.3	1.4
Time 'lost' due to missed appointments	0.2	0.0	0.0	0.4	0.0
Travel time between individuals	1.2	1.2	1.2	0.6	0.7
Recordkeeping	1.1	0.8	1.1	1.9	1.0
Employer time	0.6	0.7	0.6	0.5	0.5
Other activities	0.8	0.0	0.0	0.1	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC3**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	5					
<b><i>Functional Behavior Assessment</i></b>						
Number of individuals who received a Functional Behavior Assessment in the last year	393					
Average length in hours to complete an individual's FBA		8.8	8.8	8.5	11.1	11.1
<b><i>Behavioral Support Plan</i></b>						
Number of individuals who received Behavior Support Plans in the past year	406					
Average length in hours to complete an individual's BSP		9.7	9.7	6.0	16.4	16.4
<b><i>Ongoing Behavior Consultation</i></b>						
Number of individuals who received "Ongoing" Behavior Consultation in the past year	406					
Hours of "Ongoing" Behavior Consultation delivered to an individual in the past year		187.0	187.0	66.5	56.3	56.3
<b><i>Facilities</i></b>						
Approximate operating cost per square foot (including rent)		\$30.52	\$30.52	\$30.52	\$30.52	\$30.52
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>						
Miles driven per week per Behavior Consultant to travel to and from service encounters		20	20	20	24	24

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Behavior Consultation - BC3**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Behavior Consultation (i.e. FBA, BSP, "Ongoing")	31.3	31.3	32.8	31.7	31.7
Providing supervision of other Behavior Consultants	1.3	1.3	2.1	1.9	1.9
Providing other billable services	1.3	1.3	0.0	0.4	0.4
Participating in person centered support plan meetings	1.2	1.2	1.0	1.9	1.9
Performing 'collateral contacts' not otherwise billable	1.3	1.3	1.5	0.6	0.6
Time 'lost' due to missed appointments	0.3	0.3	0.0	0.1	0.1
Travel time between individuals	1.0	1.0	1.0	0.2	0.2
Recordkeeping	1.7	1.7	1.0	2.7	2.7
Employer time	0.5	0.5	0.5	0.5	0.5
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Medication Monitoring - PM1 - LPN**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	2				
Number of individuals receiving Medication Monitoring - PM1 - LPN	176				

***Service Design***

Hours of Medication Monitoring - PM1 - LPN an individual receives in a week	10.3	10.3	10.3	15.5	15.5
Number of Medication Monitoring service sessions per week per nurse	15.0	15.0	15.0	12.3	12.3
Length in hours of a Medication Monitoring session	2.0	2.0	2.0	2.7	2.7

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per nurse to travel to and from service encounters					
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***Staffing Pattern (scaled to a 40-hour workweek)***

Providing billable Medication Monitoring - PM1 - LPN services	30.7	30.7	30.7	31.7	31.7
Performing non-billable "on behalf of" activities	3.4	3.4	3.4	3.2	3.2
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in person centered support plan meetings	0.5	0.5	0.5	0.8	0.8
Time 'lost' due to missed appointments	1.2	1.2	1.2	1.1	1.1
Travel time between individuals	0.7	0.7	0.7	0.9	0.9
Recordkeeping	2.4	2.4	2.4	1.7	1.7
Employer time	1.0	1.0	1.0	0.7	0.7
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
prepared for Utah Department of Health and Human Services**

**Medication Monitoring - PM1 - RN**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	2					
Number of individuals receiving Medication Monitoring - PM1 - RN	912					
<b><i>Service Design</i></b>						
Hours of Medication Monitoring - PM1 - RN an individual receives in a week		5.9	5.9	1.0	1.5	1.5
Number of Medication Monitoring service sessions per week per nurse		16.2	16.2	10.0	33.0	33.0
Length in hours of a Medication Monitoring session		1.1	1.1	0.8	0.8	0.8
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>						
Miles driven per week per nurse to travel to and from service encounters		101	101	25	25	25
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>						
Providing billable Medication Monitoring - PM1 - RN services		21.3	21.3	31.3	29.5	29.5
Providing supervision of RNs		6.2	6.2	0.0	0.2	0.2
Performing non-billable "on behalf of" activities		3.8	3.8	4.2	3.9	3.9
Providing other billable services		2.8	2.8	0.0	0.2	0.2
Participating in person centered support plan meetings		0.3	0.3	0.3	0.4	0.4
Time 'lost' due to missed appointments		0.5	0.5	0.0	0.4	0.4
Travel time between individuals		2.3	2.3	1.0	1.9	1.9
Recordkeeping		2.4	2.4	3.2	3.2	3.2
Employer time		0.5	0.5	0.0	0.4	0.4
Other activities		0.0	0.0	0.0	0.0	0.0
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Personal Budget Assistance - PBA**

		All Respondents				
		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	18					
Number of individuals receiving Personal Budget Assistance - PBA	1,747					
<b><i>Service Design</i></b>						
Percent of individuals for whom the agency is the Rep Payee		94%	97%	100%	95%	95%
Percentage of Rep Payee agencies who collect a fee from the recipient's SSI	0%					
Percent of agencies that PBA is provided by Admin Staff	71%					
Percent of agencies that PBA is provided by Dedicated PBA Staff	18%					
Percent of agencies that PBA is provided by Direct Care Staff	12%					
Monthly hours of Personal Budget Assistance on behalf of an individual		2.4	2.2	2.0	3.3	2.9
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>						
Providing billable Personal Budget Assistance		21.3	26.9	34.3	32.3	34.3
Providing representative payee services		7.1	4.5	4.3	4.9	3.0
Providing administrative and support functions		5.3	5.1	0.0	0.7	0.7
Providing other billable services		2.0	0.4	0.0	0.3	0.2
Participating in person centered support plan meetings		1.3	0.6	0.0	0.3	0.3
Recordkeeping		2.7	2.3	1.4	1.1	1.1
Employer time		0.3	0.3	0.0	0.4	0.3
Other activities		0.0	0.0	0.0	0.0	0.0
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Attendant Care - ACA**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	3
Number of individuals receiving Attendant Care - ACA	60

***Service Design***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Hours of Attendant Care that an individual receives in a week	8.9	8.9	10.0	11.2	11.2
Face-to-face Attendant Care service encounters per week per direct care worker	3.0	3.0	3.0	4.6	4.6
Length in hours of an Attendant Care encounter	3.2	3.2	3.4	4.6	4.6

***Mileage (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Miles driven per week per direct care worker to travel to and from service encounters	51	51	51	81	81
Miles driven per week per direct care worker to transport individuals	9	9	9	14	14

***Staffing Pattern (scaled to a 40-hour workweek)***

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Providing direct face-to-face Attendant Care services	38.2	38.2	39.6	36.8	36.8
Providing Attendant Care services by phone or via telehealth	0.0	0.0	0.0	0.0	0.0
Providing indirect Attendant Care such as phone calls or activities on behalf of the individual	0.0	0.0	0.0	0.0	0.0
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in person centered support plan meetings	0.7	0.7	0.4	0.7	0.7
Time 'lost' due to missed appointments	0.0	0.0	0.0	0.0	0.0
Travel time between individuals	0.5	0.5	0.0	1.1	1.1
Recordkeeping	0.0	0.0	0.0	0.0	0.0
Employer time	0.5	0.5	0.0	1.1	1.1
Other activities	0.1	0.1	0.0	0.3	0.3
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Chore/Homemaker Services**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	3				
Number of individuals receiving Chore/Homemaker Services	88				

***Service Design***

Hours of Chore/Homemaker Services that an individual receives in a week	11.3	11.3	6.0	6.6	6.6
Chore/Homemaker Services service encounters per week per direct care worker	3.0	3.0	2.0	2.8	2.8
Length in hours of a Chore/Homemaker Services encounter	2.1	2.1	2.0	2.1	2.1

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per direct care worker to travel to and from service encounters	50	50	50	8	8
Miles driven per week per direct care worker to transport individuals	10	10	10	2	2

***Staffing Pattern (scaled to a 40-hour workweek)***

Providing Chore/Homemaker Services	28.0	28.0	40.0	37.8	37.8
Providing other billable services	11.0	11.0	0.0	2.0	2.0
Participating in person centered support plan meetings	0.1	0.1	0.0	0.0	0.0
Time 'lost' due to missed appointments	0.0	0.0	0.0	0.0	0.0
Travel time between individuals	0.8	0.8	0.0	0.1	0.1
Recordkeeping	0.0	0.0	0.0	0.0	0.0
Employer time	0.2	0.2	0.0	0.0	0.0
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**Long-Term Services and Supports  
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**Massage Therapy - SSM**

All Respondents

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	1
Number of individuals receiving Massage Therapy - SSM	153

***Service Design***

Number of Massage Therapy service encounters per week per massage therapist		9.3	9.3	9.3	9.3	9.3
Length in hours of a Massage Therapy encounter		1.0	1.0	1.0	1.0	1.0
Percent of Massage Therapy encounters provided at individuals' place of residence <sup>1</sup>		95%	95%	95%	95%	95%
Percent of massage therapists licensed by Utah Department of Commerce Division of Professional Licensing	100%					
Percent of agencies also serving the public	100%					
Rate charged to the public for 60 minute massage		\$90	\$90	\$90	\$90	\$90

***Mileage (scaled to a 40-hour workweek)***

Miles driven per week per massage therapist to travel to and from service encounters					
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***Staffing Pattern (scaled to a 40-hour workweek)<sup>2</sup>***

Providing Massage Therapy		27.4	27.4	27.4	27.4	27.4
Providing other billable services		0.0	0.0	0.0	0.0	0.0
Time 'lost' due to missed appointments		5.9	5.9	5.9	5.9	5.9
Travel time between individuals		1.5	1.5	1.5	1.5	1.5
Recordkeeping		4.4	4.4	4.4	4.4	4.4
Employer time		0.7	0.7	0.7	0.7	0.7
Other activities		0.0	0.0	0.0	0.0	0.0
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

<sup>1</sup>Remaining 5% provided at the office

<sup>2</sup>Provider reports therapists are only paid for time delivering massage therapy service. Time for missed appointments, travel time, recordkeeping, and employer time is unpaid.

<sup>3</sup>A second provider responded they would like to provide the service, but they are unable to hire massage therapists at a rate that makes the service feasible.

**Long-Term Services and Supports  
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**Mileage and Travel time by Region**

Urban						Rural					
Responding providers	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers	Responding providers	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

***Mileage to and from encounters (scaled to a 40-hour workweek)***

Support Coordination	16	207	184	184	221	182	5	194	194	213	177	177
Supported Living	7	89	89	91	52	52	7	99	99	99	86	86
Supported Living - Natural Supports	9	128	153	136	18	144	7	113	113	80	83	83
Supported Employment - SEI - Job Coaching	10	105	105	100	135	135	7	120	120	120	116	116
Behavior Consultation - BC2	5	105	105	20	27	27	5	33	33	25	20	20

***Mileage transporting individuals (scaled to a 40-hour workweek)***

Supported Living	7	106	106	56	65	65	7	179	179	179	223	223
Supported Living - Natural Supports	9	112	112	112	19	19	7	348	348	232	689	689
Supported Employment - SEI - Job Coaching	10	68	28	35	93	45	7	60	60	60	58	58

***Miles traveled per individual per week in agency vehicles***

Transportation - MTP	15	27	22	12	13	12	7	16	16	11	8	8
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***Travel time between individuals (scaled to a 40-hour workweek)***

Support Coordination	16	3.3	3.5	3.5	3.4	3.4	5	2.7	2.7	3.7	3.6	3.6
Supported Living	7	1.9	1.9	2.7	0.8	0.8	7	1.4	1.4	1.6	1.2	1.2
Supported Living - Natural Supports	9	1.8	1.9	1.8	0.4	0.4	7	2.8	3.1	3.1	2.2	2.4
Transportation - MTP	15	2.0	1.9	1.5	0.8	0.9	7	1.4	1.4	1.0	1.1	1.1
Supported Employment - SEI - Job Coaching	10	1.9	2.0	1.8	1.1	1.1	7	1.0	1.0	1.3	0.8	0.8
Behavior Consultation - BC2	5	1.2	0.9	1.1	0.7	0.5	5	1.1	1.1	1.1	0.7	0.7

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Administration and Program Support Costs**

	Administration (All Respondents)	Administration (Respondents <50%)	Program Support (All Respondents)	Program Support (Respondents <50%)
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**Summary**

<b>Count of Providers</b>	<b>44</b>	<b>42</b>	<b>44</b>	<b>42</b>
Median Rate	12.0%	11.8%	4.5%	4.4%
Weighted Average Rate	13.8%	13.7%	9.2%	9.2%

<b>Program Revenues</b>	<b>\$247,175,378</b>	<b>\$246,502,074</b>	<b>\$247,175,378</b>	<b>\$246,502,074</b>
<b>Total Administrative and Support Expenses</b>	<b>\$34,131,093</b>	<b>\$33,803,727</b>	<b>\$22,755,053</b>	<b>\$22,638,661</b>

**Administrative and Support Staffing Costs**

Wages	\$10,039,425	\$9,846,533	\$9,342,934	\$9,252,312
Payroll Taxes and Benefits	\$1,887,786	\$1,836,603	\$1,845,078	\$1,824,668
<b>Subtotal - Staffing Costs</b>	<b>\$11,927,211</b>	<b>\$11,683,136</b>	<b>\$11,188,013</b>	<b>\$11,076,980</b>
<b>Benefits Rate</b>	<b>18.8%</b>	<b>18.7%</b>	<b>19.7%</b>	<b>19.7%</b>

**Other Operating Costs**

Other facility rent/mortgage/depreciation	\$204,364	\$204,364	\$2,135,128	\$2,135,128
Other facility repairs and modifications	\$5,572	\$5,572	\$178,717	\$178,717
Other facility maintenance/janitorial/landscaping/snow removal	\$6,196	\$6,196	\$61,240	\$61,240
Other facility utilities/telecommunications/etc.	\$33,285	\$33,285	\$208,022	\$208,022
Agency owned/leased vehicle expenses	\$90,962	\$90,962	\$761,433	\$761,433
Reimbursement for use of staff personal vehicles	\$15,546	\$15,546	\$51,996	\$51,996
Other travel related expenses	\$119,801	\$119,801	\$162,205	\$162,205
Other taxes	\$279,069	\$279,069	\$0	\$0
Interest expense	\$4,802,975	\$4,802,975	\$487	\$487
All general insurance	\$1,900,026	\$1,840,325	\$31,040	\$31,040
Recruitment, certification, and placement for Host Homes	\$0	\$0	\$27,608	\$27,608
Recruitment, certification, and placement for Prof Parent Homes	\$0	\$0	\$11,384	\$11,384
Electronic Visit Verification-related costs	\$0	\$0	\$53,665	\$53,665
Equipment for Remote Support services	\$0	\$0	\$53,169	\$50,032
Licensing/certification/accreditation fees	\$11,951	\$9,121	\$159,373	\$159,373
Hiring expenses	\$55,527	\$54,679	\$571,757	\$571,163
Training Expense	\$22,510	\$21,093	\$300,499	\$299,839
Office equipment and furniture	\$33,927	\$33,927	\$692,018	\$692,018

**Long-Term Services and Supports  
Provider Survey Analysis  
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**Administration and Program Support Costs**

	<b>Administration (All Respondents)</b>	<b>Administration (Respondents &lt;50%)</b>	<b>Program Support (All Respondents)</b>	<b>Program Support (Respondents &lt;50%)</b>
Information technology expense	\$156,481	\$155,361	\$654,185	\$653,672
Office supplies	\$77,704	\$64,622	\$286,168	\$286,168
Advertising	\$35,980	\$34,243	\$24,071	\$24,071
Dues and subscriptions	\$80,355	\$80,330	\$103,853	\$103,624
Professional consulting - legal/accounting/etc.	\$442,613	\$440,083	\$226,020	\$225,793
Staff immunizations	\$0	\$0	\$26,737	\$26,737
Personal protective equipment	\$1,490	\$1,490	\$83,540	\$83,540
Allocated corporate office overhead	\$13,722,698	\$13,722,698	\$3,631,810	\$3,631,810
Other	\$104,849	\$104,849	\$1,070,915	\$1,070,915
<b>Subtotal - Other Operating Costs</b>	<b>\$22,203,882</b>	<b>\$22,120,592</b>	<b>\$11,567,041</b>	<b>\$11,561,681</b>