

Review of Substance Use Disorder Treatment Facility Services

Provider Survey Analysis

prepared for:

Maine Department of Health and Human Services

prepared by:

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	Provider Response Rate			FY2020 Claims		
	Number of Providers	Number Responded	Response Rate	FY2020 Claims	Claims with Response	Percent of Claims w/ Response
All Providers	9	7	78%	\$6,838,945	\$6,218,321	91%
<i>SUD Residential Treatment Facility Services</i>						
Detoxification (H0010)	2	2	100%	\$525,723	\$525,723	100%
Halfway House Services (H2034)	2	2	100%	\$1,823,896	\$1,823,896	100%
Extended Care (H2036)	2	1	50%	\$1,111,228	\$492,278	44%
Residential Rehabilitation Type I (H2036 HF)	3	1	33%	\$2,151,932	\$2,151,932	100%
Residential Rehabilitation Type II (H2034 HF)	2	1	50%	\$291,110	\$289,435	99%
Adolescent Residential Rehabilitation (H2036 HA)	1	1	100%	\$935,057	\$935,057	100%

NOTE: This study includes a review of provider cost reports in addition to the provider survey responses

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Wages for Direct Care Staff

	Employees							Contractors						
	Respond- ents	Reported Hours	Hourly Wages					Respond- ents	Reported Hours	Hourly Wages				
			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Personal Care Staff	2	146,732	\$15.58	\$15.58	\$15.58	\$14.13	\$14.13	1	10,400	\$15.43	\$15.43	\$15.43	\$15.43	\$15.43
Licensed Alcohol and Drug Counselor	4	51,661	\$21.35	\$21.35	\$20.88	\$19.92	\$19.92	1	8,320	\$21.76	\$21.76	\$21.76	\$21.76	\$21.76
Licensed Clinical Social Worker	2	8,320	\$33.25	\$33.25	\$33.25	\$30.81	\$30.81	1	480	\$27.00	\$27.00	\$27.00	\$27.00	\$27.00
Licensed Clinical Professional Counselor	1	4,160	\$20.89	\$20.89	\$20.89	\$20.89	\$20.89	0	0					
Licensed Professional Counselor	1	2,080	\$23.64	\$23.64	\$23.64	\$23.64	\$23.64	0	0					
Licensed Practical Nurse	1	2,080	\$26.50	\$26.50	\$26.50	\$26.50	\$26.50	0	0					
Registered Nurse	2	18,720	\$29.06	\$29.06	\$29.06	\$28.11	\$28.11	1	550	\$32.08	\$32.08	\$32.08	\$32.08	\$32.08
Psychiatric Nurse	1	431	\$36.96	\$36.96	\$36.96	\$36.96	\$36.96	0	0					
Physician	0	0						3	1,768	\$139.54	\$139.54	\$160.00	\$95.49	\$95.49
Psychiatrist	0	0						2	676	\$189.00	\$189.00	\$189.00	\$165.54	\$165.54
Psychologist	1	1,040	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	0	0					
Clinical Consultant	0	0						0	0					
Certified Nursing Assistant	1	9,915	\$17.35	\$17.35	\$17.35	\$17.35	\$17.35	0	0					
Other	0	0						0	0					
Total - Across All Qualifications	4	245,139	\$23.81	\$23.81	\$24.19	\$25.61	\$25.61	3	22,194	\$101.39	\$101.39	\$94.84	\$93.26	\$93.26

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Benefits and Payroll Taxes for Direct Care Staff

	Respond- ents	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg.¹ w/ otl.	Wghtd Avg.¹ w/o otl.
Social Security and Medicare (percent of annual wages)	4	6.0%	6.0%	6.9%	6.4%	6.4%
Unemployment Insurance (percent of annual wages)	3	0.5%	0.5%	0.5%	0.3%	0.3%
Workers' Compensation (per \$100 wages)	4	\$1.60	\$1.60	\$1.49	\$1.87	\$1.87
Health Insurance (dollars per month)	4	\$508	\$508	\$509	\$343	\$343
All Other Insurance (dollars per month)	1	\$34	\$34	\$34	\$34	\$34
Retirement (percent of annual wages)	3	0.9%	0.9%	0.7%	0.8%	0.8%
Other Benefits (dollars per month)	3	\$105	\$105	\$36	\$81	\$81
Calculated Benefit Rate (percent of annual wages)	4	20.2%	20.2%	18.9%	16.7%	16.7%
Holidays (days per year)	4	8.0	8.0	8.0	9.4	9.4
Paid Time Off (days per year)	4	16.8	16.8	16.3	15.6	15.6

¹Weighted averages are weighted using reported direct care hours

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Turnover and Training for Direct Care Staff

Respondents	1st Year Training					Following Years Training					
	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	
Personal Care Staff	2	35	35	35	32	32	20	20	20	16	16
Licensed Alcohol and Drug Counselor	4	43	43	33	50	50	21	21	22	20	20
Licensed Clinical Social Worker	2	27	27	27	29	29	20	20	20	17	17
Licensed Clinical Professional Counselor	1	30	30	30	30	30	15	15	15	15	15
Licensed Professional Counselor	1	30	30	30	30	30	15	15	15	15	15
Licensed Practical Nurse	1	30	30	30	30	30	15	15	15	15	15
Registered Nurse	2	33	33	33	35	35	20	20	20	23	23
Psychiatric Nurse	1	40	40	40	40	40	40	40	40	40	40
Physician	0										
Psychiatrist	0										
Psychologist	0										
Clinical Consultant	0										
Certified Nursing Assistant	1	36	36	36	36	36	12	12	12	12	12
Other	0										
Total - Across All Qualifications	4	44	44	34	33	33	20	20	20	17	17

¹Weighted averages are weighted using reported direct care hours

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Turnover and Training for Direct Care Staff

	Respondents	Turnover					Est. Annual Training Based on Turnover				
		Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Personal Care Staff	2	15%	15%	15%	22%	22%	22	22	22	19	19
Licensed Alcohol and Drug Counselor	4	17%	17%	20%	19%	19%	24	24	24	25	25
Licensed Clinical Social Worker	2	10%	10%	10%	15%	15%	20	20	20	18	18
Licensed Clinical Professional Counselor	1	20%	20%	20%	20%	20%	18	18	18	18	18
Licensed Professional Counselor	1	1%	1%	1%	1%	1%	15	15	15	15	15
Licensed Practical Nurse	1	15%	15%	15%	15%	15%	17	17	17	17	17
Registered Nurse	2	25%	25%	25%	33%	33%	23	23	23	26	26
Psychiatric Nurse	1	0%	0%	0%	0%	0%	40	40	40	40	40
Physician	0										
Psychiatrist	0										
Psychologist	0										
Clinical Consultant	0										
Certified Nursing Assistant	1	40%	40%	40%	40%	40%	22	22	22	22	22
Other	0										
Total - Across All Qualifications	4	18%	18%	18%	17%	17%	24	24	22	20	20

¹Weighted averages are weighted using reported direct care hours

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SUD Residential Treatment Facilities

	Response /Program Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Residential Type I services						
<i>Service Information</i>						
Responding providers	2					
Number of Programs	4					
Program Capacity (number of beds)	46					
Occupancy Over the Last Year	4	63%	63%	56%	66%	66%
<i>Vehicles</i>						
Number of Vehicles per Program	3	1.3	1.3	1.0	1.5	1.5
Purchase Cost per Vehicle	1	\$20,226	\$20,226	\$20,226	\$20,226	\$20,226
Monthly Lease Cost per Vehicle	2	\$466	\$466	\$466	\$466	\$466
Annual Mileage per Licensed Bed	3	335	335	350	309	309
Reimbursed Miles for Staff Personal Vehicles	3	75	75	75	75	75
<i>Weekly Direct Care Hours per Program</i>						
Personal Care Staff	4	659.3	659.3	622.5	707.5	707.5
Personal Care Staff - per Filled Bed		92.9	92.9	93.6	86.9	86.9
Licensed Alcohol and Drug Counselor	4	110.0	110.0	100.0	114.8	114.8
Licensed Alcohol and Drug Counselor - per Filled Bed		16.4	16.4	16.1	15.7	15.7
Licensed Clinical Social Worker	3	43.3	43.3	40.0	47.4	47.4
Licensed Clinical Social Worker - per Filled Bed		4.9	4.9	5.9	4.8	4.8
Licensed Clinical Professional Counselor	1	40.0	40.0	40.0	40.0	40.0
Licensed Clinical Professional Counselor - per Filled Bed		8.9	8.9	8.9	8.9	8.9
Licensed Professional Counselor	1	40.0	40.0	40.0	40.0	40.0
Licensed Professional Counselor - per Filled Bed		2.9	2.9	2.9	2.9	2.9
Licensed Practical Nurse	1	40.0	40.0	40.0	40.0	40.0
Licensed Practical Nurse - per Filled Bed		2.9	2.9	2.9	2.9	2.9
Registered Nurse	2	20.0	20.0	20.0	20.0	20.0
Registered Nurse - per Filled Bed		4.0	4.0	4.0	4.0	4.0
Physician	4	2.5	2.5	2.0	2.5	2.5
Physician - per Filled Bed		0.4	0.4	0.4	0.4	0.4
Psychiatrist	4	4.8	4.8	5.0	4.7	4.7
Psychiatrist - per Filled Bed		0.7	0.7	0.8	0.7	0.7
Psychologist	3	3.0	3.0	3.0	3.0	3.0
Psychologist - per Filled Bed		0.5	0.5	0.5	0.4	0.4
Clinical Consultant	1	20.0	20.0	20.0	20.0	20.0
Clinical Consultant - per Filled Bed		3.1	3.1	3.1	3.1	3.1

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SUD Residential Treatment Facilities

	Response /Program Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Residential Type II services						
<i>Service Information</i>						
Responding providers	1					
Number of Programs	1					
Program Capacity (number of beds)	16					
Occupancy Over the Last Year	1	90%	90%	90%	90%	90%
<i>Vehicles</i>						
Number of Vehicles per Program	1	2.0	2.0	2.0	2.0	2.0
Purchase Cost per Vehicle	0					
Monthly Lease Cost per Vehicle	0					
Annual Mileage per Licensed Bed	0					
Reimbursed Miles for Staff Personal Vehicles	0					
<i>Weekly Direct Care Hours per Program</i>						
Personal Care Staff	1	200.0	200.0	200.0	200.0	200.0
Personal Care Staff - per Filled Bed		13.9	13.9	13.9	13.9	13.9
Licensed Alcohol and Drug Counselor	1	120.0	120.0	120.0	120.0	120.0
Licensed Alcohol and Drug Counselor - per Filled Bed		8.3	8.3	8.3	8.3	8.3
Licensed Clinical Social Worker	1	6.0	6.0	6.0	6.0	6.0
Licensed Clinical Social Worker - per Filled Bed		0.4	0.4	0.4	0.4	0.4
Licensed Clinical Professional Counselor	1	32.0	32.0	32.0	32.0	32.0
Licensed Clinical Professional Counselor - per Filled Bed		2.2	2.2	2.2	2.2	2.2
Licensed Practical Nurse	1	2.0	2.0	2.0	2.0	2.0
Licensed Practical Nurse - per Filled Bed		0.1	0.1	0.1	0.1	0.1
Registered Nurse	1	0.5	0.5	0.5	0.5	0.5
Registered Nurse - per Filled Bed		0.0	0.0	0.0	0.0	0.0
Physician	1	0.6	0.6	0.6	0.6	0.6
Physician - per Filled Bed		0.0	0.0	0.0	0.0	0.0

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	Response /Program Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Adolescent Residential Rehabilitation Services						
<i>Service Information</i>						
Responding providers	1					
Number of Programs	1					
Program Capacity (number of beds)	20					
Occupancy Over the Last Year	1	92%	92%	92%	92%	92%
<i>Vehicles</i>						
Number of Vehicles per Program	1	4.0	4.0	4.0	4.0	4.0
Purchase Cost per Vehicle	1	\$20,200	\$20,200	\$20,200	\$20,200	\$20,200
Monthly Lease Cost per Vehicle	0					
Annual Mileage per Licensed Bed	1	1,645	1,645	1,645	1,645	1,645
Reimbursed Miles for Staff Personal Vehicles	1	69,000	69,000	69,000	69,000	69,000
<i>Weekly Direct Care Hours per Program</i>						
Personal Care Staff	1	784.8	784.8	784.8	784.8	784.8
Personal Care Staff - per Filled Bed		42.9	42.9	42.9	42.9	42.9
Licensed Alcohol and Drug Counselor	1	80.0	80.0	80.0	80.0	80.0
Licensed Alcohol and Drug Counselor - per Filled Bed		4.4	4.4	4.4	4.4	4.4
Licensed Clinical Social Worker	1	80.0	80.0	80.0	80.0	80.0
Licensed Clinical Social Worker - per Filled Bed		4.4	4.4	4.4	4.4	4.4
Licensed Clinical Professional Counselor	1	80.0	80.0	80.0	80.0	80.0
Licensed Clinical Professional Counselor - per Filled Bed		4.4	4.4	4.4	4.4	4.4
Registered Nurse	1	5.0	5.0	5.0	5.0	5.0
Registered Nurse - per Filled Bed		0.3	0.3	0.3	0.3	0.3
Physician	1	5.0	5.0	5.0	5.0	5.0
Physician - per Filled Bed		0.3	0.3	0.3	0.3	0.3

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	Response /Program Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Detoxification (Non Hospital based) services						
<i>Service Information</i>						
Responding providers	3					
Number of Programs	3					
Program Capacity (number of beds)	46					
Occupancy Over the Last Year	3	53%	53%	43%	56%	56%
<i>Vehicles</i>						
Number of Vehicles per Program	2	1.0	1.0	1.0	1.0	1.0
Purchase Cost per Vehicle	0					
Monthly Lease Cost per Vehicle	1	\$449	\$449	\$449	\$449	\$449
Annual Mileage per Licensed Bed	2	500	500	500	467	467
Reimbursed Miles for Staff Personal Vehicles	0					
<i>Weekly Direct Care Hours per Program</i>						
Personal Care Staff	2	372.9	372.9	372.9	421.3	421.3
Personal Care Staff - per Filled Bed		45.1	45.1	45.1	41.9	41.9
Licensed Alcohol and Drug Counselor	3	89.4	89.4	75.0	94.6	94.6
Licensed Alcohol and Drug Counselor - per Filled Bed		12.1	12.1	10.9	11.1	11.1
Licensed Clinical Social Worker	1	8.0	8.0	8.0	8.0	8.0
Licensed Clinical Social Worker - per Filled Bed		0.5	0.5	0.5	0.5	0.5
Registered Nurse	2	485.5	485.5	485.5	547.9	547.9
Registered Nurse - per Filled Bed		80.7	80.7	80.7	87.5	87.5
Psychiatric Nurse	1	4.0	4.0	4.0	4.0	4.0
Psychiatric Nurse - per Filled Bed		0.3	0.3	0.3	0.3	0.3
Physician	1	24.0	24.0	24.0	24.0	24.0
Physician - per Filled Bed		3.5	3.5	3.5	3.5	3.5
Certified Nursing Assistant	1	504.0	504.0	504.0	504.0	504.0
Certified Nursing Assistant - per Filled Bed		73.3	73.3	73.3	73.3	73.3

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	Response /Program Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Halfway House						
<i>Service Information</i>						
Responding providers	1					
Number of Programs	3					
Program Capacity (number of beds)	40					
Occupancy Over the Last Year	3	89%	89%	92%	90%	90%
<i>Vehicles</i>						
Number of Vehicles per Program	3	1.0	1.0	1.0	1.0	1.0
Purchase Cost per Vehicle	0					
Monthly Lease Cost per Vehicle	1	\$409	\$409	\$409	\$409	\$409
Annual Mileage per Licensed Bed	3	1,222	1,222	933	1,125	1,125
Reimbursed Miles for Staff Personal Vehicles	0					
<i>Weekly Direct Care Hours per Program</i>						
Personal Care Staff	3	218.6	218.6	209.6	221.2	221.2
Personal Care Staff - per Filled Bed		19.2	19.2	17.9	18.5	18.5
Licensed Alcohol and Drug Counselor	3	127.1	127.1	146.1	132.1	132.1
Licensed Alcohol and Drug Counselor - per Filled Bed		10.6	10.6	10.6	10.6	10.6
Licensed Clinical Social Worker	3	7.7	7.7	6.5	7.9	7.9
Licensed Clinical Social Worker - per Filled Bed		0.7	0.7	0.7	0.6	0.6
Licensed Clinical Professional Counselor	3	2.0	2.0	2.1	1.9	1.9
Licensed Clinical Professional Counselor - per Filled Bed		0.2	0.2	0.2	0.2	0.2
Registered Nurse	3	0.4	0.4	0.4	0.5	0.5
Registered Nurse - per Filled Bed		0.0	0.0	0.0	0.0	0.0
Physician	3	0.1	0.1	0.1	0.1	0.1
Physician - per Filled Bed		0.0	0.0	0.0	0.0	0.0
Psychiatrist	3	0.2	0.2	0.2	0.2	0.2
Psychiatrist - per Filled Bed		0.0	0.0	0.0	0.0	0.0
Clinical Consultant	1	40.0	40.0	40.0	40.0	40.0
Clinical Consultant - per Filled Bed		5.0	5.0	5.0	5.0	5.0

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Extended Care services						
<i>Service Information</i>						
Responding providers	1					
Number of Programs	1					
Program Capacity (number of beds)	16					
Occupancy Over the Last Year	1	75%	75%	75%	75%	75%
<i>Vehicles</i>						
Number of Vehicles per Program	1	2.0	2.0	2.0	2.0	2.0
Purchase Cost per Vehicle	1	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000
Monthly Lease Cost per Vehicle	0					
Annual Mileage per Licensed Bed	1	375	375	375	375	375
Reimbursed Miles for Staff Personal Vehicles	1	3,000	3,000	3,000	3,000	3,000
<i>Weekly Direct Care Hours per Program</i>						
Licensed Alcohol and Drug Counselor	1	80.0	80.0	80.0	80.0	80.0
Licensed Alcohol and Drug Counselor - per Filled Bed		6.7	6.7	6.7	6.7	6.7
Physician	1	8.0	8.0	8.0	8.0	8.0
Physician - per Filled Bed		0.7	0.7	0.7	0.7	0.7

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Direct Care Staff Productivity

Personal Care Staff				
Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Responding providers	6			
Annual number of reported staff hours	248,243			

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	32.0	33.9	36.6	32.0	33.9
Developing the Individual Treatment Plan and performing evaluation related tasks	0.3	0.0	0.0	0.1	0.0
Performing 'collateral contacts'	1.8	1.9	2.3	2.2	2.3
Travel time between individuals/ appointments	0.7	0.7	0.0	0.4	0.4
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.5	0.8	1.1	1.6	0.9
Administrative or program support tasks	2.5	2.6	0.0	2.3	2.4
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.2	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.2	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	0.3	0.0	0.0	1.0	0.0
Other activities	0.5	0.0	0.0	0.4	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Licensed Alcohol and Drug Counselor

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	7				
Annual number of reported staff hours	98,509				

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
<i>SUD Residential Treatment Activities</i>					
Providing direct care - SUD Residential Treatment Services	24.1	25.9	28.2	24.6	26.2
Developing the Individual Treatment Plan and performing evaluation related tasks	5.4	5.8	5.6	6.0	6.4
Performing 'collateral contacts'	3.7	4.0	2.8	2.7	2.9
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	2.4	2.5	3.4	2.3	2.4
Administrative or program support tasks	1.6	1.8	0.0	2.0	2.1
<i>All Other Program Activities</i>					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
<i>General Activities</i>					
Employer time'	0.6	0.0	0.0	0.5	0.0
Other activities	2.1	0.0	0.0	1.9	0.0
Total	40.0	40.0	40.0	40.0	40.0

**Review of Substance Use Disorder Treatment Facility Services
 Provider Survey Analysis
 prepared for Maine Department of Health and Human Services**

Direct Care Staff Productivity

Licensed Clinical Social Worker

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	6				
Annual number of reported staff hours	9,527				

Staffing Pattern (scaled to a 40-hour workweek)

<i>SUD Residential Treatment Activities</i>					
Providing direct care - SUD Residential Treatment Services	12.7	17.2	22.0	5.9	11.3
Developing the Individual Treatment Plan and performing evaluation related tasks	3.2	4.3	8.0	6.9	13.1
Performing 'collateral contacts'	2.8	3.9	4.0	1.7	3.2
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.5	0.0	0.0	2.0	0.0
Administrative or program support tasks	6.7	2.2	6.0	9.0	4.9
<i>All Other Program Activities</i>					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	8.3	11.3	0.0	1.3	2.4
<i>General Activities</i>					
Employer time'	3.3	1.1	0.0	3.4	5.2
Other activities	2.5	0.0	0.0	9.8	0.0
Total	40.0	40.0	40.0	40.0	40.0

**Review of Substance Use Disorder Treatment Facility Services
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Direct Care Staff Productivity

Licensed Clinical Professional Counselor

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	2				
Annual number of reported staff hours	5,840				

Staffing Pattern (scaled to a 40-hour workweek)

<i>SUD Residential Treatment Activities</i>					
Providing direct care - SUD Residential Treatment Services	21.5	21.5	21.5	13.6	13.6
Developing the Individual Treatment Plan and performing evaluation related tasks	5.0	5.0	5.0	7.1	7.1
Performing 'collateral contacts'	1.0	1.0	1.0	1.4	1.4
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.5	1.5	1.5	2.1	2.1
Administrative or program support tasks	1.5	1.5	1.5	2.1	2.1
<i>All Other Program Activities</i>					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
<i>General Activities</i>					
Employer time'	2.0	2.0	2.0	2.8	2.8
Other activities	7.5	7.5	7.5	10.7	10.7
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Licensed Professional Counselor

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	2				
Annual number of reported staff hours	2,162				

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
SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	5.0	5.0	5.0	3.2	3.2
Developing the Individual Treatment Plan and performing evaluation related tasks	6.0	6.0	6.0	9.7	9.7
Performing 'collateral contacts'	2.0	2.0	2.0	2.0	2.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	3.0	3.0	3.0	3.0	3.0
Administrative or program support tasks	2.5	2.5	2.5	3.0	3.0
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	1.8	1.8	1.8	0.1	0.1
Performing 'collateral contacts'	1.0	1.0	1.0	0.1	0.1
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.5	1.5	1.5	0.1	0.1
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	2.0	2.0	2.0	3.8	3.8
Other activities	15.3	15.3	15.3	15.0	15.0
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Licensed Practical Nurse				
Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Responding providers	2				
Annual number of reported staff hours	2,191				

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	27.5	27.5	27.5	16.3	16.3
Developing the Individual Treatment Plan and performing evaluation related tasks	5.0	5.0	5.0	9.5	9.5
Performing 'collateral contacts'	2.5	2.5	2.5	4.7	4.7
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	2.0	2.0	2.0	3.8	3.8
Administrative or program support tasks	1.0	1.0	1.0	1.9	1.9
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	1.0	1.0	1.0	1.9	1.9
Other activities	1.0	1.0	1.0	1.9	1.9
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Registered Nurse				
Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Responding providers	4			
Annual number of reported staff hours	28,896			

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	29.4	29.4	40.0	35.5	35.5
Developing the Individual Treatment Plan and performing evaluation related tasks	3.5	3.5	0.0	1.0	1.0
Performing 'collateral contacts'	1.3	1.3	0.0	0.4	0.4
Travel time between individuals/ appointments	0.5	0.5	0.0	0.1	0.1
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.8	1.8	0.0	0.5	0.5
Administrative or program support tasks	1.0	1.0	0.0	0.3	0.3
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.8	0.8	0.0	1.1	1.1
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.3	0.3	0.0	0.4	0.4
Administrative or program support tasks	0.3	0.3	0.0	0.4	0.4
General Activities					
Employer time'	1.0	1.0	0.0	0.3	0.3
Other activities	0.3	0.3	0.0	0.1	0.1
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

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

Responding providers	3					
Annual number of reported staff hours	1,768					

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities						
Providing direct care - SUD Residential Treatment Services		26.7	26.7	40.0	32.9	32.9
Developing the Individual Treatment Plan and performing evaluation related tasks		11.3	11.3	0.0	6.0	6.0
Performing 'collateral contacts'		0.7	0.7	0.0	0.4	0.4
Travel time between individuals/ appointments		0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)		0.7	0.7	0.0	0.4	0.4
Administrative or program support tasks		0.7	0.7	0.0	0.4	0.4
All Other Program Activities						
Providing direct care other than SUD Residential Treatment services		0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks		0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'		0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments		0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)		0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks		0.0	0.0	0.0	0.0	0.0
General Activities						
Employer time'		0.0	0.0	0.0	0.0	0.0
Other activities		0.0	0.0	0.0	0.0	0.0
Total		40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

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

Responding providers	2				
Annual number of reported staff hours	208				

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	20.0	20.0	20.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	15.0	15.0	15.0	30.0	30.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	5.0	5.0	5.0	10.0	10.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	0.0	0.0	0.0	0.0	0.0
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

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

Responding providers	1				
Annual number of reported staff hours	1,040				

Staffing Pattern (scaled to a 40-hour workweek)

SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	5.0	5.0	5.0	5.0	5.0
Performing 'collateral contacts'	2.0	2.0	2.0	2.0	2.0
Travel time between individuals/ appointments	2.0	2.0	2.0	2.0	2.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.0	1.0	1.0	1.0	1.0
Administrative or program support tasks	10.0	10.0	10.0	10.0	10.0
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	2.0	2.0	2.0	2.0	2.0
Performing 'collateral contacts'	1.0	1.0	1.0	1.0	1.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	1.0	1.0	1.0	1.0	1.0
Administrative or program support tasks	10.0	10.0	10.0	10.0	10.0
General Activities					
Employer time'	6.0	6.0	6.0	6.0	6.0
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Psychiatric Nurse				
Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Responding providers	1			
Annual number of reported staff hours	431			

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
SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	40.0	40.0	40.0	40.0	40.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	0.0	0.0	0.0	0.0	0.0
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Direct Care Staff Productivity

Certified Nursing Assistant				
Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers

Responding providers	1			
Annual number of reported staff hours	9,915			

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
SUD Residential Treatment Activities					
Providing direct care - SUD Residential Treatment Services	40.0	40.0	40.0	40.0	40.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
All Other Program Activities					
Providing direct care other than SUD Residential Treatment services	0.0	0.0	0.0	0.0	0.0
Developing the Individual Treatment Plan and performing evaluation related tasks	0.0	0.0	0.0	0.0	0.0
Performing 'collateral contacts'	0.0	0.0	0.0	0.0	0.0
Travel time between individuals/ appointments	0.0	0.0	0.0	0.0	0.0
Recordkeeping (do not include documentation that occurs during the course of service provision)	0.0	0.0	0.0	0.0	0.0
Administrative or program support tasks	0.0	0.0	0.0	0.0	0.0
General Activities					
Employer time'	0.0	0.0	0.0	0.0	0.0
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Administrative Rate and Expenses

<i>Summary Data</i>	Behavioral Health Programs	Other Programs	Total - All Programs
Providers	4	2	4
Median Rate	10.2%	104.6%	16.4%
Weighted Average Rate	20.2%	47.5%	21.6%
Revenues	\$27,866,413	\$1,448,583	\$29,314,996

Detail by Expenditure Category

Wages	\$1,917,525	\$360,940	\$2,278,466
Payroll Taxes and Benefits:	\$189,954	\$79,893	\$269,847
Subtotal - Staffing Costs	\$2,107,479	\$440,834	\$2,548,313
Benefits Rate	9.0%	18.1%	10.6%
Facility rent/mortgage/depreciation	\$97,231	\$16,304	\$113,536
Facility maintenance/janitorial/landscaping	\$14,193	\$1,128	\$15,321
Facility utilities/telecommunications/etc.	\$30,296	\$13,578	\$43,874
Office equipment and furniture	\$15,111	\$10,289	\$25,400
Interest expense (non-mortgage and non-vehicle)	\$8,894	\$9,718	\$18,612
Taxes (exclude payroll taxes and personal income taxes)	\$0	\$0	\$0
Service provider tax	\$0	\$0	\$0
Agency licensing and accreditation fees	\$960	\$1,103	\$2,064
Staff licensing and certification fees	\$2,345	\$0	\$2,345
Hiring expenses	\$0	\$438	\$438
All general insurance	\$135,332	\$6,236	\$141,568
Information technology expense	\$20,724	\$7,406	\$28,130
Office supplies	\$126,566	\$9,299	\$135,865
Advertising	\$4,050	\$797	\$4,847
Dues and subscriptions	\$38,916	\$1,018	\$39,935
Training, including paid trainers, conferences, and seminars	\$30,932	\$5,818	\$36,750
Administrative consulting - legal/accounting/etc.	\$192,695	\$64,736	\$257,431
Agency owned/leased vehicle expenses	\$0	\$261	\$261
Reimbursement for use of staff personal vehicles	\$287	\$2,312	\$2,599
Other travel expenses (e.g. airfare, lodging, per diem, etc.)	\$16,978	\$398	\$17,377
Allocated corporate office overhead	\$2,784,291	\$0	\$2,784,291
Other	\$4,332	\$96,584	\$100,916
Subtotal - Other Operating Costs	\$3,524,132	\$247,426	\$3,771,558
Grand Total	\$5,631,611	\$688,259	\$6,319,871

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Program Support Rate and Expenses

<i>Summary Data</i>	Behavioral Health Programs	Other Programs	Total - All Programs
Providers	4	2	4
Median Rate	32.6%	24.7%	30.6%
Weighted Average Rate	16.8%	24.0%	17.2%
Revenues	\$27,866,413	\$1,448,583	\$29,314,996

Detail by Expenditure Category

Wages	\$111,591	\$64,540	\$176,132
Payroll Taxes and Benefits:	\$37,236	\$21,939	\$59,175
Subtotal - Staffing Costs	\$148,827	\$86,480	\$235,306
Benefits Rate	25.0%	25.4%	25.1%
Facility rent/mortgage/depreciation	\$1,036,454	\$74,745	\$1,111,200
Facility maintenance/janitorial/landscaping	\$388,898	\$20,938	\$409,836
Facility utilities/telecommunications/etc.	\$507,074	\$48,576	\$555,649
Office equipment and furniture	\$123,130	\$19,257	\$142,387
Interest expense (non-mortgage and non-vehicle)	\$6,248	\$67	\$6,315
Agency licensing and accreditation fees	\$22,565	\$4,584	\$27,149
Staff licensing and certification fees	\$33,267	\$0	\$33,267
Hiring expenses	\$50,135	\$2,004	\$52,139
All general insurance	\$49,596	\$13,401	\$62,997
Information technology expense	\$65,994	\$20,585	\$86,579
Office supplies	\$57,702	\$7,045	\$64,747
Program supplies	\$550,271	\$0	\$550,271
Advertising	\$163,002	\$4,911	\$167,913
Dues and subscriptions	\$16,013	\$2,210	\$18,223
Training, including paid trainers, conferences, and seminars	\$76,346	\$7,609	\$83,955
Outside medical service costs for participants	\$107,401	\$0	\$107,401
Agency owned/leased vehicle expenses	\$41,127	\$10,181	\$51,308
Reimbursement for use of staff personal vehicles	\$4,723	\$3,146	\$7,869
Other travel expenses (e.g. airfare, lodging, per diem, etc.)	\$330,109	\$12,787	\$342,897
Allocated corporate office overhead	\$592,756	\$5,987	\$598,744
Other	\$310,364	\$2,888	\$313,252
Subtotal - Other Operating Costs	\$4,533,176	\$260,923	\$4,794,099
Grand Total	\$4,682,003	\$347,402	\$5,029,405
Service provider tax	\$408,790	\$0	\$408,790

¹The figures for Behavioral Health Programs include SUD Residential Treatment Services

**Review of Substance Use Disorder Treatment Facility Services
 Provider Survey Analysis
 prepared for Maine Department of Health and Human Services**

COVID-19 Costs and Impacts

<i>Expense Type</i> ¹	Percent of Providers Reporting Expense	One-Time Costs As Percent of Provider Revenues		Ongoing Costs As Percent of Provider Revenues	
		Average		Average	
Personal protective equipment and cleaning/ sanitation supplies and equipment	57%	\$2,612	0.1%	\$14,410	0.6%
IT equipment and software	14%			\$18,200	0.6%
Hazard pay/ retention bonus	43%	\$5,000	0.2%	\$198,658	8.7%
Client food expenses	14%			\$98,089	3.2%
Other expenses	14%	\$1,000	0.0%		

¹Some providers reported an expense type but did not report the actual expense

<i>Other Reported Impacts Related to COVID-19</i>	Percent of Providers Reporting Impact
Increased staff turnover/ hiring difficulties	29%
Program temporarily closed/ loss of revenue	43%
Increased in-house client activities	57%