

Behavioral Health, Community Supports, Child Rehabilitation, Targeted Case
Management, and Behavioral Health Homes

Provider Survey Analysis

- prepared for -

Maine Department of Health and Human Services

- prepared by -

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**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
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Table of Contents

Survey Participation	1
Administration and Program Support Costs for Targeted Case Management	2
Administration and Program Support Costs for Behavioral Health	4
Direct Support Staff Wages, Training, and Turnover	
Wages for Direct Care Workers.....	6
Wages for Direct Care Contractors.....	18
Annual Turnover Rate for Direct Care Workers.....	20
Annual Training Hours for Direct Care Workers.....	21
Benefits for Direct Care Workers	22
Productivity and Other Factors	
Targeted Case Management.....	23
Community Integration.....	25
Community Rehabilitation Services - MHRT/C.....	26
Daily Living Support Services.....	27
Skills Development Services.....	28
Assertive Community Treatment.....	29
Children's Rehabilitative and Community Support Services Provided in the Home and Community.....	30
Children's Rehabilitative and Community Support Services Provided in School Setting.....	32
Children's Behavioral Health Day Treatment Services Provided in School Setting.....	34
Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - Clinic.....	36
Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - Community.....	37
Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - School.....	38
Medication Management Services.....	39
Neuropsychological/ Psychological Testing.....	40
Medication-Assisted Treatment with Methadone Services.....	41
Mental Health Psychosocial Clubhouse Services.....	42
Specialized Group Services - DBT.....	43
Children's Home and Community Based Treatment Services.....	44
Behavioral Health Home Services - Adults.....	46
Behavioral Health Home Services - Child.....	47

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Survey Participation

	Response Rate by Provider ID ¹			Response Rate by Spending		
	Count	Respondents	Response Rate	FY2021 Claims	Claims with Response	Response Rate
Totals	621	106	17.1%	\$348,448,066	\$194,929,147	55.9%
Section 13						
Targeted Case Management	116	47	40.5%	\$37,452,360	\$20,723,640	55.3%
Section 17						
Community Integration Services	64	25	39.1%	\$18,793,617	\$8,259,052	43.9%
Community Rehabilitation Services	7	5	71.4%	\$3,809,226	\$2,842,690	74.6%
Daily Living Support Services	17	5	29.4%	\$6,674,490	\$2,596,445	38.9%
Skills Development Services	17	7	41.2%	\$1,024,044	\$344,648	33.7%
Day Support Services	1	1	100.0%	\$18,326	\$18,326	100.0%
Assertive Community Treatment	7	6	85.7%	\$6,658,592	\$5,956,600	89.5%
Section 28						
Children's Rehab. and Comm. Supp. Svcs.	94	23	24.5%	\$70,446,678	\$25,122,154	35.7%
Children's Rehab. and Comm. Supp., BCBA	24	9	37.5%	\$1,686,122	\$588,311	34.9%
Section 65						
Outpatient	406	50	12.3%	\$52,388,512	\$38,237,842	73.0%
Adaptive Assessments	26	7	26.9%	\$125,368	\$12,124	9.7%
Medication Management	40	15	37.5%	\$11,260,746	\$9,120,853	81.0%
Neuropsychological/ Psychological Testing	57	8	14.0%	\$2,489,868	\$211,086	8.5%
Medication-Assisted Treat. w/ Methadone	11	1	9.1%	\$16,380,520	\$1,299,770	7.9%
Specialized Group Services	9	5	55.6%	\$169,580	\$125,693	74.1%
Children's Behavioral Health Day Treatment	49	12	24.5%	\$34,909,494	\$19,628,626	56.2%
Children's Home & Comm. Treatment	31	13	41.9%	\$14,767,608	\$8,788,366	59.5%
Children's Assertive Community Treatment	1	1	100.0%	\$5,735	\$5,735	100.0%
Mental Health Psycho-social Clubhouse	3	3	100.0%	\$4,025,634	\$4,025,634	100.0%
Section 92						
Behavioral Health Homes - Adults	46	31	67.4%	\$37,926,293	\$25,177,313	66.4%
Behavioral Health Homes - Children	43	29	67.4%	\$27,435,253	\$21,844,238	79.6%

¹ The counts include all unique National Provider IDs from the FY2021 claims data, where multiple IDs may belong to the same provider agency. Therefore, the total count of respondents is greater than the 76 individual surveys received.

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Administration and Program Support Costs - Targeted Case Management

Administration		Program Support	
All Respondents	Respondents ≤50% Rate	All Respondents	Respondents ≤50% Rate

Calculated Rates¹

Count of Providers	25	19	28	24
Median	27.0%	22.1%	25.3%	23.8%
Weighted Average	26.0%	21.0%	30.2%	25.7%

Detail for Providers with Rates ≤ 50 Percent

Revenues	\$14,876,765	\$13,026,937	\$17,211,079	\$15,841,486
Staffing				
Wages	\$1,351,939	\$1,769,783	\$2,667,206	\$2,320,903
Social Security and Medicare	\$104,491	\$145,911	\$211,124	\$184,635
Fed and State Unemployment Insurance	\$6,938	\$7,450	\$14,838	\$10,540
Workers' Compensation	\$6,957	\$27,564	\$56,160	\$46,836
Health Insurance	\$105,370	\$153,593	\$256,613	\$213,384
Dental, Vision, Life, and Other Insurance	\$11,871	\$12,555	\$22,995	\$21,301
Retirement	\$26,887	\$30,897	\$44,003	\$43,610
Other Benefits	\$8,739	\$11,667	\$28,841	\$28,161
Benefits Rate	20.1%	22.0%	23.8%	23.6%

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Administration and Program Support Costs - Targeted Case Management

Administration		Program Support	
All Respondents	Respondents <=50% Rate	All Respondents	Respondents <=50% Rate

Other Operating Expenses

Facility Rent/Mortgage/Depreciation	\$110,605	\$60,786	\$161,854	\$108,747
Facility Janitorial/Landscaping/Repairs/Etc. (not part of rent)	\$39,571	\$8,852	\$33,348	\$22,010
Facility Utilities/Telecommunications/Etc.	\$97,959	\$46,293	\$138,719	\$115,645
Vehicle Costs for In-State Travel (maintenance, gas, staff reimbursement, etc.)	\$23,038	\$14,139	\$72,814	\$61,853
Non-Vehicle Travel Costs (e.g., air, lodging, car rental, per diem, etc.)	\$2,586	\$202	\$195	\$142
Depreciation (exclude facility and vehicles)	\$28,578	\$4,719	\$46,408	\$41,168
Office Equipment and Furniture	\$52,410	\$15,040	\$51,073	\$49,490
Information Technology Expense (e.g., computers and software)	\$45,033	\$40,225	\$268,495	\$242,451
Office Supplies	\$17,022	\$14,387	\$75,658	\$58,017
Program Supplies	\$13,961	\$11,694	\$36,883	\$27,185
Insurance (exclude health, dental, workers' comp, auto insurance)	\$26,563	\$21,723	\$43,606	\$32,971
Interest Expense (exclude mortgage)	\$2,231	\$2,231	\$0	\$0
Other Taxes (exclude payroll taxes and personal income taxes)	\$8,428	\$1,207	\$0	\$0
Licensing/Certification/Accreditation Fees	\$1,234	\$170	\$5,491	\$5,229
Dues and Subscriptions	\$13,931	\$7,832	\$19,620	\$18,271
Hiring Expenses (e.g., advertising; exclude staff costs)	\$18,564	\$7,955	\$37,590	\$35,848
Training Expense (e.g., fees and materials; exclude staff costs)	\$7,987	\$4,838	\$51,969	\$50,134
Advertising	\$4,281	\$3,256	\$8,462	\$5,972
Consulting - Legal/Accounting/Etc.	\$89,662	\$33,975	\$302,748	\$292,207
Assessment Tools for Neuropsychological/ Psychological Testing	\$0	\$0	\$0	\$0
Assessment Tools for Adaptive Assessments	\$0	\$0	\$0	\$0
Cost of Drug Testing and Labs for Medication-Assisted Treatment Facilities	\$0	\$0	\$0	\$0
Cost of Medication for Delivery of Medication-Assisted Treatment Services	\$0	\$0	\$0	\$0
Allocated Corporate Office Overhead	\$1,042,275	\$754,217	\$0	\$0
Other	\$64,359	\$64,359	\$549,239	\$31,808

¹ Reported affiliate revenues are excluded from administrative and program support rate calculations.

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Administration and Program Support Costs - Behavioral Health

Administration		Program Support	
All Respondents	Respondents ≤50% Rate	All Respondents	Respondents ≤50% Rate

Calculated Rates¹

Count of Providers	24	23	33	30
Median	19.4%	17.3%	19.9%	17.8%
Weighted Average	17.0%	16.8%	40.7%	21.0%

Detail for Providers with Rates ≤ 50 Percent

Revenues	\$180,385,576	\$180,096,579	\$225,393,891	\$149,034,229
Staffing				
Wages	\$12,868,698	\$12,537,887	\$14,029,881	\$9,656,277
Social Security and Medicare	\$1,304,713	\$1,280,061	\$1,094,733	\$768,413
Fed and State Unemployment Insurance	\$193,323	\$192,497	\$84,527	\$49,060
Workers' Compensation	\$196,530	\$195,394	\$260,048	\$200,893
Health Insurance	\$1,434,294	\$1,401,186	\$1,249,713	\$922,601
Dental, Vision, Life, and Other Insurance	\$43,287	\$37,998	\$97,099	\$60,420
Retirement	\$284,105	\$281,409	\$214,709	\$138,245
Other Benefits	\$55,441	\$55,441	\$41,953	\$40,514
Benefits Rate	27.3%	27.5%	21.7%	22.6%

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Administration and Program Support Costs - Behavioral Health

Administration		Program Support	
All Respondents	Respondents <=50% Rate	All Respondents	Respondents <=50% Rate

Other Operating Expenses

Facility Rent/Mortgage/Depreciation	\$491,399	\$491,399	\$1,247,163	\$680,682
Facility Janitorial/Landscaping/Repairs/Etc. (not part of rent)	\$203,241	\$203,241	\$482,012	\$193,886
Facility Utilities/Telecommunications/Etc.	\$570,341	\$570,341	\$1,240,955	\$487,247
Vehicle Costs for In-State Travel (maintenance, gas, staff reimbursement, etc.)	\$30,650	\$30,650	\$228,637	\$228,637
Non-Vehicle Travel Costs (e.g., air, lodging, car rental, per diem, etc.)	\$5,482	\$5,482	\$2,651	\$2,651
Depreciation (exclude facility and vehicles)	\$345,182	\$345,182	\$706,170	\$218,117
Office Equipment and Furniture	\$31,117	\$31,117	\$277,633	\$103,655
Information Technology Expense (e.g., computers and software)	\$717,135	\$717,135	\$2,459,931	\$1,578,907
Office Supplies	\$252,300	\$252,300	\$658,713	\$386,908
Program Supplies	\$545,576	\$545,576	\$1,351,862	\$555,321
Insurance (exclude health, dental, workers' comp, auto insurance)	\$336,610	\$331,460	\$855,283	\$384,445
Interest Expense (exclude mortgage)	\$130,083	\$129,224	\$0	\$0
Other Taxes (exclude payroll taxes and personal income taxes)	\$224,626	\$224,626	\$0	\$0
Licensing/Certification/Accreditation Fees	\$15,469	\$15,254	\$59,913	\$30,307
Dues and Subscriptions	\$77,633	\$77,633	\$158,307	\$68,871
Hiring Expenses (e.g., advertising; exclude staff costs)	\$68,764	\$68,764	\$180,119	\$138,224
Training Expense (e.g., fees and materials; exclude staff costs)	\$13,988	\$13,083	\$288,443	\$189,765
Advertising	\$36,760	\$36,124	\$72,976	\$42,319
Consulting - Legal/Accounting/Etc.	\$583,510	\$583,510	\$11,716,847	\$9,194,514
Assessment Tools for Neuropsychological/ Psychological Testing	\$0	\$0	\$0	\$0
Assessment Tools for Adaptive Assessments	\$0	\$0	\$0	\$0
Cost of Drug Testing and Labs for Medication-Assisted Treatment Facilities	\$0	\$0	\$0	\$0
Cost of Medication for Delivery of Medication-Assisted Treatment Services	\$0	\$0	\$0	\$0
Allocated Corporate Office Overhead	\$9,624,785	\$9,624,785	\$0	\$0
Other	\$64,816	\$64,816	\$52,687,615	\$4,938,091

¹ Reported affiliate revenues are excluded from administrative and program support rate calculations.

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Wages for Direct Care Workers

	Respond- ents	Reported Hours	% over- time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Targeted Case Management	41	397,034	0.8%	\$21.72	\$20.93	\$20.65	\$21.24	\$20.77	372,490	0.9%	\$21.34	\$20.49	\$20.15	\$20.89	\$20.39
BHP - Non-Bachelor's	1	780		\$18.30	\$18.30	\$18.30	\$18.30	\$18.30	780		\$18.30	\$18.30	\$18.30	\$18.30	\$18.30
Case Manager - Bachelor's	34	316,141		\$21.30	\$20.45	\$20.17	\$21.18	\$20.58	304,793		\$21.21	\$20.63	\$19.99	\$21.05	\$20.54
Case Manager - Master's	13	21,572		\$23.26	\$21.91	\$21.76	\$23.41	\$22.13	17,747		\$22.84	\$20.47	\$20.75	\$23.09	\$21.38
Case Manager - Other	2	10,053		\$20.73	\$20.73	\$20.73	\$20.69	\$20.69	8,821		\$19.58	\$19.58	\$19.58	\$19.60	\$19.60
DSP - Direct Support Professional	1	390		\$18.00	\$18.00	\$18.00	\$18.00	\$18.00	390		\$18.00	\$18.00	\$18.00	\$18.00	\$18.00
LCPC - Lic. Clinical Prof. Counselor	5	601		\$29.51	\$29.51	\$27.83	\$27.54	\$27.54	26		\$27.36	\$27.36	\$27.36	\$27.36	\$27.36
LCSW - Lic. Clinical Social Worker	6	428		\$33.53	\$33.53	\$31.10	\$33.66	\$33.66	63		\$30.69	\$30.69	\$30.69	\$30.69	\$30.69
LMFT - Lic. Marriage/ Family Therapist	1	333		\$21.99	\$21.99	\$21.99	\$21.99	\$21.99	0						
LMSW - Master Social Worker	5	8,487		\$26.43	\$26.43	\$24.00	\$25.24	\$25.24	4,974		\$21.02	\$21.02	\$21.02	\$20.83	\$20.83
MHRT/C - Bachelor's	4	7,897		\$24.48	\$24.48	\$22.57	\$23.20	\$23.20	7,572		\$24.30	\$24.30	\$20.12	\$20.10	\$20.10
Other	13	30,352		\$22.83	\$21.70	\$21.89	\$25.74	\$22.80	27,324		\$20.19	\$21.07	\$20.00	\$19.46	\$20.26

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Wages for Direct Care Workers

	Respond- ents	All Employees							Excluding Supervisors						
		Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Community Integration Services	23	120,352	3.5%	\$23.71	\$22.37	\$21.77	\$28.09	\$23.85	116,983	3.6%	\$23.26	\$21.74	\$20.79	\$28.03	\$23.68
CADC - Cert. Alcohol/Drug Counselor	1	166		\$22.08	\$22.08	\$22.08			166		\$22.08	\$22.08	\$22.08		
Case Manager - Bachelor's	8	42,141		\$23.77	\$21.55	\$20.53	\$30.39	\$23.81	42,077		\$24.28	\$21.78	\$20.87	\$30.62	\$23.96
Case Manager - Master's	4	15,138		\$27.06	\$27.06	\$23.97	\$34.30	\$34.30	15,128		\$27.02	\$27.02	\$23.97	\$34.30	\$34.30
Case Manager - Other	3	11,949		\$20.80	\$20.80	\$21.77	\$23.96	\$23.96	11,949		\$20.80	\$20.80	\$21.77	\$23.96	\$23.96
LADC - Lic. Alcohol/Drug Counselor	1	499		\$22.26	\$22.26	\$22.26			499		\$22.26	\$22.26	\$22.26		
LCPC - Lic. Clinical Prof. Counselor	1	52		\$49.73	\$49.73	\$49.73	\$49.73	\$49.73	0						
LCSW - Lic. Clinical Social Worker	8	2,358		\$32.33	\$30.56	\$31.74	\$34.14	\$32.83	0						
LMSW - Master Social Worker	1	4		\$27.47	\$27.47	\$27.47	\$27.47	\$27.47	4		\$27.47	\$27.47	\$27.47	\$27.47	\$27.47
LPN - Licensed Practical Nurse	1	166		\$29.50	\$29.50	\$29.50			166		\$29.50	\$29.50	\$29.50		
MHRT/C - Bachelor's	8	33,289		\$22.23	\$20.40	\$20.47	\$24.22	\$18.78	33,002		\$22.01	\$20.16	\$20.32	\$24.21	\$18.75
MHRT/C - Non-Bachelor's	6	12,075		\$22.23	\$19.68	\$20.33	\$28.12	\$19.92	11,529		\$22.13	\$19.56	\$20.01	\$28.11	\$19.90
Other	4	2,514		\$30.02	\$30.02	\$31.26	\$22.00	\$22.00	2,463		\$30.34	\$30.34	\$31.26	\$21.88	\$21.88

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Wages for Direct Care Workers

	Respondents	Reported Hours	% over-time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over-time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Community Rehabilitation Services	6	61,888	4.4%	\$21.59	\$21.59	\$21.49	\$20.80	\$20.80	55,337	4.6%	\$21.30	\$21.30	\$20.71	\$20.11	\$20.11
CADC - Cert. Alcohol/Drug Counselor	1	166		\$22.08	\$22.08	\$22.08			166		\$22.08	\$22.08	\$22.08		
Case Manager - Bachelor's	1	520		\$25.00	\$25.00	\$25.00			520		\$25.00	\$25.00	\$25.00		
LADC - Lic. Alcohol/Drug Counselor	1	499		\$22.26	\$22.26	\$22.26			499		\$22.26	\$22.26	\$22.26		
LCSW - Lic. Clinical Social Worker	1	83		\$38.85	\$38.85	\$38.85	\$38.85	\$38.85	0						
LMSW - Master Social Worker	1	107		\$20.75	\$20.75	\$20.75	\$20.75	\$20.75	107		\$20.75	\$20.75	\$20.75	\$20.75	\$20.75
LPN - Licensed Practical Nurse	1	166		\$29.50	\$29.50	\$29.50			166		\$29.50	\$29.50	\$29.50		
MHRT - Mental Health Rehab. Tech.	2	26,661		\$18.77	\$18.77	\$18.77	\$18.82	\$18.82	26,661		\$18.77	\$18.77	\$18.77	\$18.82	\$18.82
MHRT/C - Bachelor's	2	13,768		\$21.63	\$21.63	\$21.63	\$21.74	\$21.74	11,688		\$20.93	\$20.93	\$20.93	\$20.76	\$20.76
MHRT/C - Non-Bachelor's	2	1,929		\$18.81	\$18.81	\$18.81	\$18.99	\$18.99	1,929		\$18.81	\$18.81	\$18.81	\$18.99	\$18.99
RN - Registered Nurse	1	21		\$35.90	\$35.90	\$35.90	\$35.90	\$35.90	21		\$35.90	\$35.90	\$35.90	\$35.90	\$35.90
Other	5	17,968		\$23.75	\$23.75	\$26.04	\$24.80	\$24.80	13,580		\$23.18	\$23.18	\$24.77	\$25.12	\$25.12
Daily Living Support Services	3	31,038	0.2%	\$19.31	\$19.31	\$15.99	\$15.98	\$15.98	30,538	0.2%	\$19.24	\$19.24	\$15.91	\$15.83	\$15.83
CADC - Cert. Alcohol/Drug Counselor	1	166		\$22.08	\$22.08	\$22.08			166		\$22.08	\$22.08	\$22.08		
LADC - Lic. Alcohol/Drug Counselor	1	166		\$24.15	\$24.15	\$24.15			166		\$24.15	\$24.15	\$24.15		
LCSW - Lic. Clinical Social Worker	1	218		\$32.68	\$32.68	\$32.68	\$32.68	\$32.68	0						
LPN - Licensed Practical Nurse	1	166		\$29.50	\$29.50	\$29.50			166		\$29.50	\$29.50	\$29.50		
MHRT - Mental Health Rehab. Tech.	2	28,463		\$16.01	\$16.01	\$16.01	\$15.89	\$15.89	28,463		\$16.01	\$16.01	\$16.01	\$15.89	\$15.89
MHRT/C - Non-Bachelor's	2	1,712		\$17.17	\$17.17	\$17.17	\$18.07	\$18.07	1,431		\$15.84	\$15.84	\$15.84	\$15.96	\$15.96
Other	1	146		\$28.69	\$28.69	\$28.69			146		\$28.69	\$28.69	\$28.69		

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Wages for Direct Care Workers

	Respond- ents	All Employees							Excluding Supervisors						
		Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Skills Development Services	5	13,489	0.1%	\$18.11	\$18.11	\$17.86	\$14.04	\$14.04	13,380	0.1%	\$18.07	\$18.07	\$17.79	\$13.99	\$13.99
CADC - Cert. Alcohol/Drug Counselor	1	166		\$22.08	\$22.08	\$22.08			166		\$22.08	\$22.08	\$22.08		
LADC - Lic. Alcohol/Drug Counselor	1	666		\$22.03	\$22.03	\$22.03			666		\$22.03	\$22.03	\$22.03		
LCSW - Lic. Clinical Social Worker	1	36		\$32.68	\$32.68	\$32.68	\$32.68	\$32.68	0						
LPN - Licensed Practical Nurse	1	166		\$29.50	\$29.50	\$29.50			166		\$29.50	\$29.50	\$29.50		
MHRT - Mental Health Rehab. Tech.	1	3,052		\$15.80	\$15.80	\$15.80	\$15.80	\$15.80	3,052		\$15.80	\$15.80	\$15.80	\$15.80	\$15.80
MHRT/C - Bachelor's	1	1,032		\$22.99	\$22.99	\$22.99	\$22.99	\$22.99	1,032		\$22.99	\$22.99	\$22.99	\$22.99	\$22.99
MHRT/C - Non-Bachelor's	2	6,002		\$12.90	\$12.90	\$12.90	\$12.71	\$12.71	5,971		\$12.87	\$12.87	\$12.87	\$12.68	\$12.68
Other	2	2,368		\$23.28	\$23.28	\$23.28	\$17.86	\$17.86	2,327		\$23.24	\$23.24	\$23.24	\$17.79	\$17.79

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
 prepared for Maine Department of Health and Human Services**

Wages for Direct Care Workers

	Respond- ents	Reported Hours	% over- time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Assertive Community Treatment	5	121,006	1.3%	\$26.31	\$26.31	\$26.06	\$26.57	\$26.57	111,992	1.3%	\$25.71	\$25.71	\$26.06	\$26.01	\$26.01
APRN - Advanced Practice RN	2	3,659		\$53.95	\$53.95	\$53.95	\$54.09	\$54.09	2,879		\$55.28	\$55.28	\$55.28	\$55.06	\$55.06
CADC - Cert. Alcohol/Drug Counselor	3	6,024		\$24.74	\$24.74	\$23.05	\$22.93	\$22.93	6,024		\$24.74	\$24.74	\$23.05	\$22.93	\$22.93
Case Manager - Bachelor's	1	11,898		\$22.00	\$22.00	\$22.00	\$22.00	\$22.00	11,898		\$22.00	\$22.00	\$22.00	\$22.00	\$22.00
Case Manager - Master's	1	2,721		\$20.63	\$20.63	\$20.63	\$20.63	\$20.63	2,721		\$20.63	\$20.63	\$20.63	\$20.63	\$20.63
Case Manager - Other	1	15,082		\$24.31	\$24.31	\$24.31	\$24.31	\$24.31	15,082		\$24.31	\$24.31	\$24.31	\$24.31	\$24.31
LADC - Lic. Alcohol/Drug Counselor	1	1,148		\$29.88	\$29.88	\$29.88	\$29.88	\$29.88	1,148		\$29.88	\$29.88	\$29.88	\$29.88	\$29.88
LCPC - Lic. Clinical Prof. Counselor	3	7,413		\$26.80	\$26.80	\$27.31	\$26.94	\$26.94	6,192		\$27.31	\$27.31	\$27.31	\$27.31	\$27.31
LCSW - Lic. Clinical Social Worker	4	6,217		\$29.07	\$29.07	\$27.66	\$28.00	\$28.00	5,228		\$28.63	\$28.63	\$27.56	\$27.59	\$27.59
LMSW - Master Social Worker	2	2,631		\$23.11	\$23.11	\$23.11	\$23.56	\$23.56	2,631		\$23.11	\$23.11	\$23.11	\$23.56	\$23.56
MHRT/C - Bachelor's	3	14,471		\$19.67	\$19.67	\$20.14	\$18.87	\$18.87	14,471		\$19.67	\$19.67	\$20.14	\$18.87	\$18.87
MHRT/C - Non-Bachelor's	1	5,938		\$19.19	\$19.19	\$19.19	\$19.19	\$19.19	5,104		\$18.54	\$18.54	\$18.54	\$18.54	\$18.54
Psychiatrist	2	1,987		\$119.61	\$119.61	\$119.61	\$119.51	\$119.51	1,980		\$119.11	\$119.11	\$119.11	\$119.11	\$119.11
RN - Registered Nurse	5	17,929		\$35.09	\$35.09	\$37.46	\$35.42	\$35.42	17,929		\$35.09	\$35.09	\$37.46	\$35.42	\$35.42
Other	4	23,887		\$23.31	\$23.31	\$23.68	\$23.40	\$23.40	18,706		\$21.42	\$21.42	\$21.46	\$21.79	\$21.79

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Wages for Direct Care Workers

	Respondents	Reported Hours	% over-time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over-time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Children's Rehab. and Comm. Supp. Svcs.	18	487,303	0.8%	\$17.82	\$17.52	\$17.81	\$18.02	\$17.89	419,927	0.9%	\$17.06	\$16.72	\$17.00	\$17.20	\$17.05
BCBA - Board Cert. Behavioral Analyst	7	20,617		\$39.18	\$39.18	\$38.58	\$34.43	\$34.43	12,423		\$35.44	\$35.44	\$32.66	\$32.45	\$32.45
BHP - Behavioral Health Professional	2	40,901		\$17.39	\$17.39	\$17.39	\$17.33	\$17.33	40,901		\$17.39	\$17.39	\$17.39	\$17.33	\$17.33
BHP - Bachelor's	11	175,264		\$19.52	\$18.61	\$18.63	\$18.44	\$18.20	125,180		\$18.04	\$18.04	\$17.43	\$17.42	\$17.42
BHP - Non-Bachelor's	14	238,665		\$16.17	\$16.17	\$16.10	\$16.23	\$16.23	235,387		\$16.17	\$16.17	\$16.10	\$16.22	\$16.22
Case Manager - Bachelor's	2	905		\$22.71	\$22.71	\$22.71	\$24.39	\$24.39	489		\$19.76	\$19.76	\$19.76	\$19.76	\$19.76
DSP - Direct Support Professional	1	2,864		\$17.34	\$17.34	\$17.34	\$17.34	\$17.34	2,864		\$17.34	\$17.34	\$17.34	\$17.34	\$17.34
LCPC - Lic. Clinical Prof. Counselor	1	1,496		\$46.87	\$46.87	\$46.87	\$46.87	\$46.87	0						
LCSW - Lic. Clinical Social Worker	2	5,519		\$24.87	\$24.87	\$24.87	\$23.15	\$23.15	2,528		\$26.56	\$26.56	\$26.56	\$26.30	\$26.30
Other	3	1,073		\$21.59	\$21.59	\$20.72	\$21.29	\$21.29	156		\$17.86	\$17.86	\$17.86	\$17.86	\$17.86
Children's BH Day Treatment	10	452,903	1.5%	\$31.34	\$22.06	\$22.93	\$25.46	\$20.70	414,970	1.7%	\$31.98	\$21.62	\$22.93	\$25.15	\$20.10
BCBA - Board Cert. Behavioral Analyst	3	8,504		\$31.28	\$31.28	\$32.01	\$30.99	\$30.99	4,016		\$29.74	\$29.74	\$29.42	\$29.66	\$29.66
BHP - Bachelor's	7	210,871		\$19.84	\$19.06	\$19.38	\$19.93	\$18.98	187,284		\$19.63	\$19.63	\$19.15	\$19.72	\$19.72
BHP - Non-Bachelor's	6	97,229		\$46.91	\$16.97	\$16.60	\$30.08	\$17.17	97,229		\$46.91	\$16.97	\$16.60	\$30.08	\$17.17
LCPC - Lic. Clinical Prof. Counselor	4	6,442		\$33.58	\$33.58	\$35.27	\$31.77	\$31.77	4,128		\$28.77	\$28.77	\$24.94	\$24.29	\$24.29
LCSW - Lic. Clinical Social Worker	8	31,738		\$35.06	\$29.21	\$27.68	\$29.59	\$26.90	24,401		\$34.63	\$27.74	\$26.75	\$28.58	\$25.46
MHRT/C - Non-Bachelor's	1	1,019		\$19.53	\$19.53	\$19.53	\$19.53	\$19.53	1,019		\$19.53	\$19.53	\$19.53	\$19.53	\$19.53
Psychiatrist	1	372		\$112.79	\$112.79	\$112.79	\$112.79	\$112.79	372		\$112.79	\$112.79	\$112.79	\$112.79	\$112.79
Psychologist	1	1,319		\$41.12	\$41.12	\$41.12			1,319		\$41.12	\$41.12	\$41.12		
RN - Registered Nurse	1	1,162		\$38.07	\$38.07	\$38.07	\$38.07	\$38.07	1,162		\$38.07	\$38.07	\$38.07	\$38.07	\$38.07
Other	4	94,247		\$27.99	\$27.99	\$26.95	\$25.68	\$25.68	94,039		\$27.98	\$27.98	\$26.95	\$25.67	\$25.67

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Wages for Direct Care Workers

	Respond- ents	Reported Hours	% over- time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Outpatient Services – Trauma Focused Cog	33	546,692	0.1%	\$29.79	\$29.06	\$28.92	\$32.70	\$32.70	472,327	0.1%	\$28.67	\$28.23	\$28.35	\$32.70	\$32.59
APRN - Advanced Practice RN	1	1,173		\$30.04	\$30.04	\$30.04	\$30.04	\$30.04	1,127		\$28.98	\$28.98	\$28.98	\$28.98	\$28.98
BHP - Bachelor's	1	963		\$18.93	\$18.93	\$18.93	\$18.93	\$18.93	963		\$18.93	\$18.93	\$18.93	\$18.93	\$18.93
CADC - Cert. Alcohol/Drug Counselor	7	16,302		\$21.54	\$19.92	\$19.88	\$28.99	\$19.78	11,681		\$21.54	\$19.92	\$19.88	\$28.99	\$19.78
DSP - Direct Support Professional	1	821		\$20.23	\$20.23	\$20.23	\$20.23	\$20.23	821		\$20.23	\$20.23	\$20.23	\$20.23	\$20.23
LADC - Lic. Alcohol/Drug Counselor	9	18,375		\$24.65	\$24.65	\$23.58	\$27.66	\$27.66	10,942		\$25.20	\$25.20	\$24.28	\$27.96	\$27.96
LCPC - Lic. Clinical Prof. Counselor	23	77,930		\$31.03	\$30.35	\$28.98	\$34.35	\$34.32	63,334		\$30.91	\$30.91	\$30.00	\$34.39	\$34.39
LCSW - Lic. Clinical Social Worker	24	233,953		\$30.29	\$29.42	\$29.59	\$32.90	\$32.67	203,189		\$29.70	\$28.76	\$29.43	\$32.90	\$32.67
LMFT - Lic. Marriage/ Family Therapist	2	3,982		\$33.35	\$33.35	\$33.35	\$44.10	\$44.10	3,067		\$33.29	\$33.29	\$33.29	\$44.10	\$44.10
LMSW - Master Social Worker	16	59,676		\$29.03	\$27.64	\$25.47	\$35.86	\$35.82	52,919		\$29.88	\$28.34	\$26.96	\$36.27	\$36.23
LPN - Licensed Practical Nurse	1	4,761		\$27.76	\$27.76	\$27.76			4,761		\$27.76	\$27.76	\$27.76		
MHRT/C - Bachelor's	1	2,567		\$16.91	\$16.91	\$16.91	\$16.91	\$16.91	2,567		\$16.91	\$16.91	\$16.91	\$16.91	\$16.91
Physician	1	1,144		\$160.03	\$160.03	\$160.03			0						
Psychiatrist	1	530		\$150.91	\$150.91	\$150.91	\$150.91	\$150.91	530		\$150.91	\$150.91	\$150.91	\$150.91	\$150.91
Psychologist	3	11,130		\$38.88	\$38.88	\$39.66	\$39.82	\$39.82	11,130		\$38.88	\$38.88	\$39.66	\$39.82	\$39.82
RN - Registered Nurse	2	171		\$33.67	\$33.67	\$33.67	\$34.67	\$34.67	171		\$33.67	\$33.67	\$33.67	\$34.67	\$34.67
Other	8	113,215		\$23.89	\$23.89	\$22.77	\$26.97	\$26.97	105,126		\$21.80	\$21.80	\$17.29	\$26.45	\$26.45

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
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Wages for Direct Care Workers

	Respondents	Reported Hours	% over-time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over-time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Medication Management	7	127,097	0.6%	\$50.45	\$50.45	\$52.03	\$56.30	\$56.30	123,696	0.6%	\$50.62	\$50.62	\$53.65	\$57.92	\$57.92
APRN - Advanced Practice RN	2	18,407		\$57.96	\$57.96	\$57.96	\$54.03	\$54.03	18,407		\$57.96	\$57.96	\$57.96	\$54.03	\$54.03
LCPC - Lic. Clinical Prof. Counselor	2	37		\$24.11	\$24.11	\$24.11	\$23.62	\$23.62	0						
Physician	2	1,485		\$111.15	\$111.15	\$111.15	\$115.92	\$115.92	1,485		\$111.15	\$111.15	\$111.15	\$115.92	\$115.92
Physician Assistant	1	3,592		\$55.12	\$55.12	\$55.12	\$55.12	\$55.12	3,592		\$55.12	\$55.12	\$55.12	\$55.12	\$55.12
Psychiatrist	2	13,494		\$118.42	\$118.42	\$118.42	\$116.79	\$116.79	13,410		\$116.74	\$116.74	\$116.74	\$116.74	\$116.74
RN - Registered Nurse	4	1,296		\$38.54	\$38.54	\$37.88	\$38.10	\$38.10	776		\$34.46	\$34.46	\$37.46	\$38.10	\$38.10
Other	4	88,787		\$45.58	\$45.58	\$39.30	\$45.37	\$45.37	86,026		\$45.38	\$45.38	\$38.89	\$44.93	\$44.93
Neuropsychological/ Psychological Testing	1	340	0.0%	\$14.28	\$14.28	\$14.28			235	0.0%	\$12.62	\$12.62	\$12.62	\$12.62	\$12.62
Other	1	340		\$14.28	\$14.28	\$14.28	\$14.28	\$14.28	235		\$12.62	\$12.62	\$12.62	\$12.62	\$12.62
Medication-Assisted Treat. w/ Methadone	3	109,408	0.0%	\$30.31	\$30.31	\$29.40			92,378	0.0%	\$28.23	\$28.23	\$28.00		
APRN - Advanced Practice RN	2	4,354		\$76.11	\$76.11	\$76.11			1,297		\$67.20	\$67.20	\$67.20		
CADC - Cert. Alcohol/Drug Counselor	3	35,873		\$22.88	\$22.88	\$23.53			34,623		\$22.91	\$22.91	\$23.61		
Case Manager - Other	1	2,080		\$21.00	\$21.00	\$21.00			2,080		\$21.00	\$21.00	\$21.00		
LADC - Lic. Alcohol/Drug Counselor	3	18,382		\$26.34	\$26.34	\$25.00			15,059		\$24.19	\$24.19	\$24.32		
LCPC - Lic. Clinical Prof. Counselor	2	1,768		\$32.58	\$32.58	\$32.58			520		\$32.69	\$32.69	\$32.69		
LPN - Licensed Practical Nurse	3	18,824		\$26.22	\$26.22	\$28.00			16,952		\$26.06	\$26.06	\$28.00		
Physician	1	910		\$197.81	\$197.81	\$197.81			910		\$197.81	\$197.81	\$197.81		
Physician Assistant	1	2,080		\$62.12	\$62.12	\$62.12			2,080		\$62.12	\$62.12	\$62.12		
RN - Registered Nurse	3	22,129		\$31.00	\$31.00	\$30.00			16,195		\$30.14	\$30.14	\$30.00		
Other	2	3,008		\$52.11	\$52.11	\$52.11			2,662		\$53.08	\$53.08	\$53.08		

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
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Wages for Direct Care Workers

	Respond- ents	All Employees							Excluding Supervisors						
		Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Specialized Group Services	4	6,205	2.6%	\$21.81	\$21.81	\$22.26	\$21.19	\$21.19	6,147	2.6%	\$21.21	\$21.21	\$20.97	\$17.80	\$17.80
CADC - Cert. Alcohol/Drug Counselor	1	998		\$22.08	\$22.08	\$22.08			998		\$22.08	\$22.08	\$22.08		
LADC - Lic. Alcohol/Drug Counselor	1	1,498		\$23.20	\$23.20	\$23.20			1,498		\$23.20	\$23.20	\$23.20		
LCPC - Lic. Clinical Prof. Counselor	1	151		\$22.77	\$22.77	\$22.77	\$22.77	\$22.77	151		\$22.77	\$22.77	\$22.77	\$22.77	\$22.77
LCSW - Lic. Clinical Social Worker	1	10		\$26.01	\$26.01	\$26.01	\$26.01	\$26.01	0						
LMSW - Master Social Worker	1	87		\$20.97	\$20.97	\$20.97	\$20.97	\$20.97	87		\$20.97	\$20.97	\$20.97	\$20.97	\$20.97
LPN - Licensed Practical Nurse	1	998		\$29.50	\$29.50	\$29.50			998		\$29.50	\$29.50	\$29.50		
MHRT - Mental Health Rehab. Tech.	1	1,542		\$16.64	\$16.64	\$16.64	\$16.64	\$16.64	1,542		\$16.64	\$16.64	\$16.64	\$16.64	\$16.64
MHRT/C - Non-Bachelor's	1	48		\$23.56	\$23.56	\$23.56	\$23.56	\$23.56	0						
Other	1	874		\$28.69	\$28.69	\$28.69			874		\$28.69	\$28.69	\$28.69		

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Wages for Direct Care Workers

	Respond- ents	Reported Hours	% over- time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over- time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Children's Home & Comm. Treatment	8	91,125	0.1%	\$22.26	\$22.26	\$21.64	\$22.82	\$22.82	75,797	0.1%	\$21.16	\$21.16	\$21.23	\$21.61	\$21.61
BCBA - Board Cert. Behavioral Analyst	1	1,040		\$26.44	\$26.44	\$26.44	\$26.44	\$26.44	0						
BHP - Behavioral Health Professional	2	3,273		\$17.52	\$17.52	\$17.52	\$17.66	\$17.66	3,273		\$17.52	\$17.52	\$17.52	\$17.66	\$17.66
BHP - Bachelor's	5	28,191		\$18.10	\$18.10	\$17.00	\$18.61	\$18.61	26,587		\$17.99	\$17.99	\$16.96	\$18.75	\$18.75
Case Manager - Bachelor's	1	295		\$17.69	\$17.69	\$17.69	\$17.69	\$17.69	295		\$17.69	\$17.69	\$17.69	\$17.69	\$17.69
LCPC - Lic. Clinical Prof. Counselor	4	11,392		\$23.23	\$23.23	\$22.97	\$22.96	\$22.96	10,132		\$23.23	\$23.23	\$22.73	\$23.11	\$23.11
LCSW - Lic. Clinical Social Worker	7	25,100		\$24.33	\$24.33	\$25.12	\$23.93	\$23.93	21,089		\$24.58	\$24.58	\$25.84	\$23.34	\$23.34
LMFT - Lic. Marriage/ Family Therapist	1	1,238		\$21.77	\$21.77	\$21.77	\$21.77	\$21.77	988		\$21.72	\$21.72	\$21.72	\$21.72	\$21.72
LMSW - Master Social Worker	4	5,824		\$22.84	\$22.84	\$22.87	\$22.75	\$22.75	4,757		\$22.74	\$22.74	\$22.59	\$22.81	\$22.81
Other	3	14,771		\$24.81	\$24.81	\$26.44	\$25.79	\$25.79	8,675		\$22.88	\$22.88	\$22.88	\$22.88	\$22.88
Mental Health Psycho-social Clubhouse	3	76,193	0.3%	\$23.21	\$23.21	\$24.10	\$24.05	\$24.05	53,126	0.5%	\$20.81	\$20.81	\$20.81	\$22.55	\$22.55
LCSW - Lic. Clinical Social Worker	1	104		\$35.58	\$35.58	\$35.58	\$35.58	\$35.58	0						
MHRT/C - Bachelor's	1	3,967		\$21.33	\$21.33	\$21.33	\$21.33	\$21.33	2,064		\$18.98	\$18.98	\$18.98	\$18.98	\$18.98
MHRT/C - Non-Bachelor's	1	13,414		\$21.61	\$21.61	\$21.61	\$21.61	\$21.61	0						
Other	2	58,708		\$39.62	\$39.62	\$39.62	\$26.70	\$26.70	51,062		\$22.64	\$22.64	\$22.64	\$22.64	\$22.64

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Wages for Direct Care Workers

	Respondents	Reported Hours	% over-time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over-time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Behavioral Health Homes - Adults	22	561,655	1.0%	\$24.53	\$21.95	\$20.97	\$22.29	\$21.26	544,506	1.0%	\$22.93	\$20.77	\$20.76	\$21.15	\$20.66
APRN - Advanced Practice RN	1	27		\$56.11	\$56.11	\$56.11	\$56.11	\$56.11	27		\$56.11	\$56.11	\$56.11	\$56.11	\$56.11
BHP - Bachelor's	2	23,593		\$20.77	\$20.77	\$20.77	\$20.31	\$20.31	23,593		\$20.77	\$20.77	\$20.77	\$20.31	\$20.31
Case Manager - Bachelor's	9	111,369		\$22.22	\$20.09	\$20.14	\$20.87	\$19.49	111,240		\$22.47	\$20.07	\$19.87	\$20.88	\$19.49
Case Manager - Master's	3	27,042		\$26.88	\$26.88	\$21.48	\$24.38	\$24.38	26,842		\$26.86	\$26.86	\$21.48	\$24.36	\$24.36
Case Manager - Other	1	5,423		\$21.77	\$21.77	\$21.77	\$21.77	\$21.77	5,423		\$21.77	\$21.77	\$21.77	\$21.77	\$21.77
DSP - Direct Support Professional	1	332		\$14.28	\$14.28	\$14.28	\$14.28	\$14.28	332		\$14.28	\$14.28	\$14.28	\$14.28	\$14.28
LCPC - Lic. Clinical Prof. Counselor	4	1,779		\$27.99	\$27.99	\$26.99	\$26.35	\$26.35	453		\$26.17	\$26.17	\$26.17	\$26.17	\$26.17
LCSW - Lic. Clinical Social Worker	10	13,025		\$28.63	\$28.63	\$28.30	\$28.62	\$28.62	4,829		\$28.07	\$28.07	\$28.07		
LMSW - Master Social Worker	1	2,038		\$27.47	\$27.47	\$27.47	\$27.47	\$27.47	2,038		\$27.47	\$27.47	\$27.47	\$27.47	\$27.47
MHRT - Mental Health Rehab. Tech.	1	3,084		\$16.64	\$16.64	\$16.64	\$16.64	\$16.64	3,084		\$16.64	\$16.64	\$16.64	\$16.64	\$16.64
MHRT/C - Bachelor's	8	166,100		\$20.27	\$19.33	\$19.30	\$19.59	\$19.59	164,415		\$20.12	\$19.16	\$19.30	\$19.49	\$19.49
MHRT/C - Non-Bachelor's	6	68,671		\$20.55	\$19.29	\$20.09	\$18.78	\$18.78	67,033		\$20.51	\$19.24	\$19.97	\$18.69	\$18.69
Physician	1	312		\$115.38	\$115.38	\$115.38	\$115.38	\$115.38	312		\$115.38	\$115.38	\$115.38	\$115.38	\$115.38
Physician Assistant	1	8		\$82.00	\$82.00	\$82.00	\$82.00	\$82.00	8		\$82.00	\$82.00	\$82.00	\$82.00	\$82.00
Psychiatrist	2	31		\$135.45	\$135.45	\$135.45	\$120.10	\$120.10	15		\$150.80	\$150.80	\$150.80		
RN - Registered Nurse	12	18,595		\$31.94	\$31.20	\$31.61	\$31.64	\$31.64	18,243		\$31.90	\$31.08	\$31.21	\$31.63	\$31.63
Other	18	120,228		\$21.39	\$19.41	\$17.55	\$20.35	\$19.30	116,620		\$19.61	\$18.41	\$17.06	\$19.34	\$19.09

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Wages for Direct Care Workers

	Respondents	Reported Hours	% over-time	All Employees					Excluding Supervisors						
				Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Reported Hours	% over-time	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Behavioral Health Homes - Children	20	470,662	0.3%	\$25.52	\$22.54	\$20.67	\$21.77	\$21.76	455,523	0.3%	\$24.02	\$20.61	\$20.32	\$20.45	\$20.44
BHP - Bachelor's	2	19,866		\$20.38	\$20.38	\$20.38	\$19.94	\$19.94	19,866		\$20.38	\$20.38	\$20.38	\$19.94	\$19.94
BHP - Non-Bachelor's	1	780		\$18.30	\$18.30	\$18.30	\$18.30	\$18.30	780		\$18.30	\$18.30	\$18.30	\$18.30	\$18.30
CADC - Cert. Alcohol/Drug Counselor	2	3,095		\$21.21	\$21.21	\$21.21	\$20.17	\$20.17	3,095		\$21.21	\$21.21	\$21.21	\$20.17	\$20.17
Case Manager - Bachelor's	9	193,236		\$20.67	\$19.96	\$20.19	\$19.55	\$19.55	191,927		\$20.76	\$19.96	\$20.31	\$19.54	\$19.54
Case Manager - Master's	3	7,400		\$23.28	\$23.28	\$23.37	\$24.90	\$24.90	4,592		\$22.42	\$22.42	\$22.42	\$23.10	\$23.10
Case Manager - Other	1	5,934		\$18.84	\$18.84	\$18.84	\$18.84	\$18.84	5,934		\$18.84	\$18.84	\$18.84	\$18.84	\$18.84
DSP - Direct Support Professional	2	2,405		\$16.77	\$16.77	\$16.77	\$18.00	\$18.00	2,405		\$16.77	\$16.77	\$16.77	\$18.00	\$18.00
LCPC - Lic. Clinical Prof. Counselor	5	2,671		\$30.64	\$30.64	\$32.00	\$26.48	\$26.48	509		\$23.64	\$23.64	\$23.64	\$23.64	\$23.64
LCSW - Lic. Clinical Social Worker	7	4,541		\$27.92	\$27.92	\$26.92	\$24.69	\$24.69	317		\$30.69	\$30.69	\$30.69	\$30.69	\$30.69
LMSW - Master Social Worker	1	260		\$24.00	\$24.00	\$24.00	\$24.00	\$24.00	0						
MHRT - Mental Health Rehab. Tech.	1	26,969		\$16.36	\$16.36	\$16.36	\$16.36	\$16.36	26,969		\$16.36	\$16.36	\$16.36	\$16.36	\$16.36
MHRT/C - Bachelor's	8	89,390		\$20.54	\$19.64	\$20.33	\$20.28	\$20.28	89,390		\$20.54	\$19.64	\$20.33	\$20.28	\$20.28
MHRT/C - Non-Bachelor's	2	4,030		\$19.53	\$19.53	\$19.53	\$18.54	\$18.54	4,030		\$19.53	\$19.53	\$19.53	\$18.54	\$18.54
Physician	1	104		\$115.38	\$115.38	\$115.38	\$115.38	\$115.38	104		\$115.38	\$115.38	\$115.38	\$115.38	\$115.38
Physician Assistant	1	3		\$82.00	\$82.00	\$82.00	\$82.00	\$82.00	3		\$82.00	\$82.00	\$82.00	\$82.00	\$82.00
Psychiatrist	2	25		\$135.44	\$135.44	\$135.44	\$120.10	\$120.10	9		\$150.78	\$150.78	\$150.78		
RN - Registered Nurse	12	12,740		\$32.36	\$31.66	\$31.61	\$33.22	\$33.22	12,740		\$32.36	\$31.66	\$31.61	\$33.22	\$33.22
Other	14	97,214		\$21.84	\$19.28	\$18.59	\$20.88	\$19.67	92,854		\$18.77	\$18.01	\$16.98	\$19.30	\$18.23

¹Weighted averages are weighted using revenues calculated from Fiscal Year 2021 claims.

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Wages for Direct Care Contractors

	Respond- ents	Reported Hours	All Employees				Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
			Average w/ otl.	Average w/o otl.	Median			
Targeted Case Management	1	92	\$87.80	\$87.80	\$87.80	\$87.80	\$87.80	
RN - Registered Nurse	1	92	\$87.80	\$87.80	\$87.80	\$87.80	\$87.80	
Community Integration Services	1	246	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	
MHRT/C - Bachelor's	1	246	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	
Outpatient Services – Trauma Focused Cog	6	116,227	\$61.11	\$61.11	\$63.00	\$68.20	\$68.20	
LADC - Lic. Alcohol/Drug Counselor	1	3,080	\$67.59	\$67.59	\$67.59	\$67.59	\$67.59	
LCPC - Lic. Clinical Prof. Counselor	3	67,701	\$68.17	\$68.17	\$67.72	\$68.70	\$68.70	
LCSW - Lic. Clinical Social Worker	4	44,524	\$57.47	\$57.47	\$58.09	\$67.15	\$67.15	
LMFT - Lic. Marriage/ Family Therapist	1	346	\$67.67	\$67.67	\$67.67	\$67.67	\$67.67	
LMSW - Master Social Worker	1	576	\$67.70	\$67.70	\$67.70	\$67.70	\$67.70	
Medication Management	2	7,318	\$118.22	\$118.22	\$118.22	\$116.44	\$116.44	
APRN - Advanced Practice RN	2	2,604	\$109.98	\$109.98	\$109.98	\$107.91	\$107.91	
Psychiatrist	1	1,010	\$74.03	\$74.03	\$74.03	\$74.03	\$74.03	
Psychologist	1	3,704	\$65.28	\$65.28	\$65.28	\$65.28	\$65.28	
Neuropsychological/ Psychological Testing	1	983	\$68.50	\$68.50	\$68.50	\$68.50	\$68.50	
Psychologist	1	983	\$68.50	\$68.50	\$68.50	\$68.50	\$68.50	
Medication-Assisted Treat. w/ Methadone	1	676	\$172.69	\$172.69	\$172.69			
Physician	1	676	\$172.69	\$172.69	\$172.69			

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Wages for Direct Care Contractors

	Respond- ents	Reported Hours	All Employees				
			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Behavioral Health Homes - Adults	3	7,036	\$63.18	\$63.18	\$47.00	\$40.56	\$40.56
APRN - Advanced Practice RN	1	20	\$54.46	\$54.46	\$54.46		
Physician	1	99	\$137.10	\$137.10	\$137.10		
RN - Registered Nurse	1	6,367	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00
Other	1	550	\$19.22	\$19.22	\$19.22	\$19.22	\$19.22
Behavioral Health Homes - Children	2	2,219	\$85.17	\$85.17	\$85.17	\$47.00	\$47.00
APRN - Advanced Practice RN	1	16	\$54.46	\$54.46	\$54.46		
Physician	1	81	\$137.10	\$137.10	\$137.10		
RN - Registered Nurse	1	2,122	\$47.00	\$47.00	\$47.00	\$47.00	\$47.00

¹Weighted averages are weighted using revenues calculated from Fiscal Year 2021 claims.

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Annual Turnover Rate for Direct Care Workers

	Respond- ents	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg.¹ w/ otl.	Wghtd Avg.¹ w/o otl.
Targeted Case Management	36	24%	23%	19%	28%	25%
Community Integration Services	18	28%	20%	25%	40%	13%
Community Rehabilitation Services	4	24%	24%	24%	22%	22%
Daily Living Support Services	2	32%	32%	32%	35%	35%
Skills Development Services	4	17%	17%	18%	21%	21%
Assertive Community Treatment	4	35%	35%	36%	46%	46%
Children's Rehab. and Comm. Supp. Svcs.	16	48%	41%	53%	43%	33%
Children's BH Day Treatment	9	47%	47%	48%	47%	47%
Outpatient Services – Trauma Focused Cognitive Be	25	28%	23%	27%	37%	32%
Medication Management	6	31%	31%	29%	22%	22%
Medication-Assisted Treat. w/ Methadone	4	45%	45%	47%		
Specialized Group Services	2	21%	21%	21%	35%	35%
Children's Home & Comm. Treatment	7	38%	38%	38%	43%	43%
Mental Health Psycho-social Clubhouse	2	0%	0%	0%	0%	0%
Behavioral Health Homes - Adults	18	26%	23%	25%	26%	26%
Behavioral Health Homes - Children	17	31%	28%	33%	28%	28%

¹Weighted averages are weighted using revenues calculated from Fiscal Year 2021 claims

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Annual Training Hours for Direct Care Workers

	Training Hours in the First Year						Training Hours after the First Year						Est. Annual Training Hours Based on				
	Respond- ents	Avg.	Avg.	Media n	Wghtd Avg. ¹	Wghtd Avg. ¹	Respond- ents	Avg.	Avg.	Media n	Wghtd Avg. ¹	Wghtd Avg. ¹	Avg.	Avg.	Media n	Wghtd Avg. ¹	Wghtd Avg. ¹
		w/ otl.	w/o otl.		w/ otl.	w/o otl.		w/ otl.	w/o otl.		w/ otl.	w/o otl.	w/ otl.	w/o otl.		w/ otl.	w/o otl.
Targeted Case Management	38	81	68	60	91	80	36	37	32	26	41	35	48	41	34	53	46
Community Integration Services	18	78	71	71	93	69	17	36	33	25	38	29	42	38	31	45	34
Community Rehabilitation Services	4	83	83	79	103	103	4	26	26	23	31	31	38	38	35	46	46
Daily Living Support Services	2	107	107	107	103	103	2	71	71	71	69	69	83	83	83	81	81
Skills Development Services	4	85	85	99	96	96	3	57	57	68	66	66	62	62	74	72	72
Assertive Community Treatment	7	81	81	66	88	88	7	42	42	33	40	40	60	60	48	62	62
Children's Rehab. and Comm. Supp. Svcs.	17	77	64	64	70	70	16	30	28	25	41	25	46	39	38	50	40
Children's BH Day Treatment	9	115	92	92	149	123	9	46	38	36	75	59	78	63	62	110	89
Outpatient Services	27	73	60	40	117	111	26	34	31	25	49	31	47	40	30	71	56
Medication Management	6	96	96	62	203	203	6	42	42	28	73	73	54	54	36	102	102
Neuropsychological/ Psychological Testing	1	75	75	75	75	75	1	30	30	30	30	30	30	30	30	30	30
Medication-Assisted Treat. w/ Methadone	3	85	85	105			3	56	56	65			56	56	65		
Specialized Group Services	2	15	15	15	12	12	1	5	5	5	5	5	9	9	9	7	7
Children's Home & Comm. Treatment	8	96	71	71	94	83	6	33	33	34	33	33	61	50	50	60	55
Mental Health Psycho-social Clubhouse	3	173	173	160	159	159	3	33	33	28	48	48	33	33	28	48	48
Behavioral Health Homes - Adults	17	72	65	60	77	71	16	32	29	25	36	33	42	38	34	46	43
Behavioral Health Homes - Children	17	91	69	65	127	108	17	35	32	25	46	35	51	42	37	69	56

¹Weighted averages are weighted using revenues calculated from Fiscal Year 2021 claims

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Benefits for Direct Care Workers

	Full-Time	Part-Time
# of Responding Providers	73	59
# of Reported Staff	3,862	1,827

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

Full-Time

Holidays	72	62	86%	95%	94%	97%	100%	91%	98%						9.4	9.4	10.0	9.3	9.3	8.6
Paid Time Off	72	69	96%	100%	95%	98%	100%	97%	98%						29.0	17.8	18.0	27.9	18.3	17.9
Health Insurance	71	61	86%	98%	97%	98%	100%	93%	97%	70%	73%	74%	69%	74%	\$994	\$786	\$734	\$847	\$758	\$549
Retirement	70	52	74%	92%	91%	93%	100%	97%	97%	60%	62%	61%	58%	58%	3.1%	3.0%	3.0%	2.9%	2.9%	1.6%
Other Benefits	68	59	87%	98%	95%	97%	100%	87%	97%	82%	87%	95%	73%	80%	\$223	\$129	\$68	\$92	\$89	\$70

Part-Time

Holidays	53	31	58%	79%	80%	85%	100%	69%	70%						8.9	9.1	9.0	9.5	9.6	5.3
Paid Time Off	52	47	90%	100%	86%	93%	100%	88%	92%						16.2	10.6	10.0	18.9	13.9	12.7
Health Insurance	52	22	42%	59%	53%	53%	49%	40%	40%	17%	8%	7%	17%	10%	\$856	\$630	\$630	\$691	\$675	\$40
Retirement	52	27	52%	63%	73%	80%	100%	75%	75%	37%	37%	25%	44%	44%	2.9%	3.0%	3.0%	2.8%	3.2%	0.9%
Other Benefits	49	26	53%	45%	61%	61%	67%	62%	62%	38%	38%	24%	50%	50%	\$108	\$69	\$52	\$57	\$54	\$12

Worker's Compensation (amount per \$100 wages)	\$16.72	\$2.92	\$2.09	\$9.61	\$2.37
State Unemployment Insurance	3.7%	1.6%	1.5%	2.0%	1.7%

¹Weighted averages are weighted using revenues calculated from Fiscal Year 2021 claims

²Holidays and paid time off are annual amounts; health insurance and other benefits are monthly amounts

³Effective benefit level is calculated by multiplying weighted average benefit level without outliers by "% of Staff who Have Access" and "% of Staff Participating"(weighted average without outliers)

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Targeted Case Management

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	41					
Adults with developmental disabilities	26					
Adults with substance use disorders	2					
Adults with HIV	2					
Adults experiencing homelessness	7					
Children with developmental disabilities	13					
Children with behavioral health disorders	20					
Children with chronic medical conditions	8					
<hr/>						
Number of individuals receiving Targeted Case Management services	8,346					
Adults with developmental disabilities	5,524					
Adults with substance use disorders	70					
Adults with HIV	369					
Adults experiencing homelessness	334					
Children with developmental disabilities	484					
Children with behavioral health disorders	1,461					
Children with chronic medical conditions	104					

Service Design

Number of hours of direct and indirect support per month						
Adults with developmental disabilities		47.1	17.3	6.0	68.9	22.8
Adults with substance use disorders		5.0	5.0	5.0	5.1	5.1
Adults with HIV		4.8	4.8	4.8	4.5	4.5
Adults experiencing homelessness		6.7	6.7	7.0	7.1	7.1
Children with developmental disabilities		52.9	6.7	8.0	89.5	7.4
Children with behavioral health disorders		31.1	17.0	9.0	35.7	23.2
Children with chronic medical conditions		4.9	3.0	3.2	4.1	3.6
Caseload of a full-time equivalent case manager		25.4	25.3	25.0	25.4	25.1
Number of case managers with bachelor's degree	328					
Number of case managers with master's degree	34					
Percent of agencies that offer dedicated office space to case managers	95.0%					

Mileage (scaled to a 40-hour workweek)

Miles driven per week per case manager for travel between individuals		121	93	89	138	88
Miles driven per week per case manager for transporting individuals		26	12	3	26	10

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
 prepared for Maine Department of Health and Human Services**

Targeted Case Management

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 billable direct care Targeted Case Management service	16.4	18.1	19.1	17.8	18.5
Providing billable indirect Targeted Case Management services	6.8	6.8	6.9	7.4	7.5
Providing other billable services (e.g. not TCM)	1.6	0.7	0.0	0.3	0.3
Transporting members	1.0	0.8	0.6	0.8	0.7
Travel between members	3.7	3.7	4.0	3.4	3.5
Providing non-billable 'after-care'	0.5	0.4	0.1	0.5	0.4
Recordkeeping	5.1	4.8	5.8	5.2	4.5
Time 'lost' due to missed appointments	1.7	1.7	1.2	1.4	1.4
'Employer time'	1.9	2.0	2.3	2.0	2.0
Other activities	1.3	1.2	0.0	1.3	1.3
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	39.2	39.8	40.0	39.9	39.9

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Community Integration

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	21				
Number of individuals receiving Community Integration services	3,135				

Service Design

Number of hours per month of direct and indirect support a member receives		11.4	7.0	6.0	9.4	9.2
Caseload of a full-time equivalent MHRT/C providing Community Integration		19.0	19.0	22.0	20.8	20.8
Percent of agencies providing Community Integration services have dedicated office space	90.5%					

Mileage (scaled to a 40-hour workweek)

Miles driven per week per case manager for travel between individuals		296	165	75	108	98
Miles driven per week per case manager for transporting individuals		142	83	23	118	114

Staffing Pattern (scaled to a 40-hour workweek)

Providing billable direct care Community Integration services		14.2	15.7	19.3	19.8	20.1
Providing billable indirect Community Integration services		4.0	4.4	4.5	4.5	4.6
Providing other (e.g., other than Community Integration) billable services		9.4	7.4	2.4	2.0	2.0
Time 'lost' due to missed appointments		2.2	2.4	2.4	2.5	2.6
Transporting members		1.5	1.5	1.5	1.4	1.3
Travel between members		3.3	3.4	4.2	3.4	3.4
Recordkeeping		3.2	3.3	3.6	3.7	3.8
'Employer time'		1.8	1.7	2.0	2.3	1.9
Other activities		0.3	0.1	0.0	0.4	0.3
Total		40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week		37.6	38.9	40.0	39.3	39.4

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Community Rehabilitation Services - MHRT/C

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	4				
Number of individuals receiving Community Rehabilitation Services - MHRT/C services	122				

Agency Caseload and Service Design

MHRT/C hours per week per participant	4.1	4.1	3.9	3.8	3.8
MHRT 1 hours per week per participant	6.2	6.2	6.1	6.5	6.5
Weekly on-call payments to staff (any qualification) to provide 24-hour coverage	\$136.06	\$136.06	\$160.00	\$172.36	\$172.36

Mileage (scaled to a 40-hour workweek)

Miles driven per week per MHRT/C	37	37	41	29	29
Miles driven per week per MHRT 1	69	69	54	49	49

Staffing Pattern for an MHRT/C (scaled to a 40-hour workweek)

Providing Community Rehabilitation Services	24.8	24.8	27.8	23.3	23.3
Providing other billable services	0.3	0.3	0.0	0.0	0.1
Transporting members	2.9	2.9	2.9	3.0	3.0
Travel between members	2.7	2.7	1.2	2.8	2.8
Recordkeeping (do not include documentation during the course of service provision)	6.3	6.3	5.8	8.8	8.8
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.8	2.8	2.3	1.7	1.7
Other activities	0.4	0.4	0.0	0.4	0.4
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	35.0	35.0	40.0	39.1	39.1

Staffing Pattern for an MHRT 1 (scaled to a 40-hour workweek)

Providing Community Rehabilitation Services	27.4	27.4	31.9	27.2	27.2
Providing other billable services	0.4	0.4	0.0	0.1	0.1
Transporting members	2.8	2.8	2.9	2.1	2.1
Travel between members	2.9	2.9	1.7	2.7	2.7
Recordkeeping (do not include documentation during the course of service provision)	4.7	4.7	5.8	6.5	6.5
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.8	1.8	1.7	1.5	1.5
Other activities	0.1	0.1	0.0	0.0	0.0
Total	40.0	40.0	44.1	40.0	40.0
Actual reported work hours per week	40.0	40.0	40.0	40.0	40.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Daily Living Support Services

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	2				
Number of individuals receiving Daily Living Support Services	343				
<i>Service Design</i>					
Number of face-to-face DLSS encounters per direct support worker per week	8.5	8.5	8.5	8.3	8.3
Length in hours of a Daily Living Support Services encounter	2.8	2.8	2.8	2.9	2.9
<i>Mileage (scaled to a 40-hour workweek)</i>					
Miles driven per week per worker for travel between individuals	163	163	163	152	152
Miles driven per week per worker for transporting individuals	0	0	0	0	0
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>					
Providing billable Daily Living Support Services	31.6	31.6	31.6	31.7	31.8
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in ISP/Plan of Care meetings	0.7	0.7	0.7	0.9	0.9
Participating in member assessments	0.0	0.0	0.0	0.0	0.0
Transporting members	0.0	0.0	0.0	0.0	0.0
Travel between members	3.8	3.8	3.8	3.6	3.6
Recordkeeping (do not include documentation during the course of service provision)	0.7	0.7	0.7	0.9	0.9
Time 'lost' due to missed appointments	1.6	1.6	1.6	1.0	1.0
'Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.7	1.7	1.7	1.8	1.8
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	30.0	30.0	30.0	30.0	30.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Skills Development Services

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	4				
Number of individuals receiving Skills Development services	39				

Service Design

Number of face-to-face Skills Development Services encounters per direct support worker per week	9.0	9.0	9.0	6.8	6.8
Length in hours of a Skills Development Services encounter	2.2	2.2	2.2	2.9	2.9

Mileage (scaled to a 40-hour workweek)

Miles driven per week per worker for travel between individuals	115	115	115	115	115
Miles driven per week per worker for transporting individuals	75	75	75	80	80

Staffing Pattern (scaled to a 40-hour workweek)

Providing billable Skills Development services [Line 2 * Line 3]	22.6	22.6	27.9	26.4	26.4
Providing other billable services	3.8	3.8	0.0	1.1	1.1
Participating in ISP/Plan of Care meetings	1.1	1.1	1.2	0.9	0.9
Participating in member assessments	0.8	0.8	0.7	0.3	0.3
Transporting members	1.0	1.0	0.7	0.7	0.7
Travel between members	5.5	5.5	4.3	6.5	6.5
Recordkeeping (do not include documentation during the course of service provision)	2.2	2.2	2.1	1.2	1.2
Time 'lost' due to missed appointments	1.7	1.7	1.9	1.7	1.7
'Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.4	1.4	1.2	1.2	1.2
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	29.8	29.8	34.5	25.7	25.7

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Assertive Community Treatment

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 individuals receiving ACT services	672				

Service Design

Cases per full-time equivalent position (first column is % of providers reporting position)						
Psychiatrists	60%	196.0	196.0	190.0	240.9	240.9
Psychiatric and mental health clinical nurse specialists	0%					
Psychiatric and mental health nurse practitioners	100%	430.2	430.2	119.0	226.2	226.2
Registered nurses	100%	79.9	79.9	67.4	83.6	83.6
Certified rehabilitation counselors and employment specialists	60%	78.0	78.0	76.5	76.5	76.5
Certified intentional peer support specialists	80%	122.4	122.4	78.8	155.7	155.7
Substance abuse counselors	80%	144.2	144.2	121.9	182.9	182.9
Occupational therapists	0%					
MHRT/C's	80%	40.8	40.8	35.5	36.7	36.7
Psychologists	0%					
Licensed clinical social workers and licensed clinical professional counselors	100%	43.3	43.3	47.5	46.0	46.0
Percentage of cases based on the team leader						
Psychiatrist		0.0%	0.0%	0.0%	0.0%	0.0%
Other team leader		100.0%	100.0%	100.0%	100.0%	100.0%
Percent of agencies providing coverage through the use of on-call staffing?						
Annual per-case cost of on-call payments for the ACT program	80%	\$126	\$126	\$139	\$130	\$130

Support Provided to Members

Percentage of cases based on typical number of days of support received						
1 or 2 days		12.5%	12.5%	0.0%	17.1%	17.1%
3 days		65.9%	65.9%	98.9%	59.5%	59.5%
4 days		6.4%	6.4%	1.1%	7.0%	7.0%
5 days		1.4%	1.4%	0.0%	1.7%	1.7%
6 days		3.0%	3.0%	0.0%	3.2%	3.2%
7 days		10.8%	10.8%	0.0%	11.5%	11.5%

Mileage

Weekly miles per case	5	5	3	5	5
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**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Children's Rehabilitative and Community Support Services Provided in the Home and Community

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	18				
Number of individuals receiving Children's Rehabilitative and Community Support services	899				

Service Design

Number of weekly encounters per direct support worker	3.9	3.5	3.0	3.4	3.3
Length in hours of a service encounter	3.7	3.6	4.0	3.6	3.5
Number of hours per week that a child receives service	13.4	12.5	13.5	11.6	10.7
Attendance rate for children receiving services	81.6%	84.2%	83.0%	72.2%	86.4%

Mileage (scaled to a 40-hour workweek)

Miles driven per week per BHP	106	106	99	118	118
Miles driven per week per BCBA	38	38	37	56	56

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

Providing Children's Rehabilitative and Community Support	26.7	30.6	33.0	27.3	29.9
Providing other billable services	2.1	1.1	0.0	2.0	0.5
Participating in IEP/ISP/Plan of Care meetings	0.8	0.3	0.0	0.9	0.5
Travel between members	1.8	1.6	1.8	2.5	2.5
Conducting Functional Behavioral Assessments	0.0	0.0	0.0	0.0	0.0
Conducting summary and analysis of data on member progress	0.0	0.0	0.0	0.0	0.0
Conducting coordination of member care with other providers	0.3	0.1	0.0	0.2	0.1
Conducting monthly member treatment team meetings	0.2	0.2	0.0	0.2	0.1
Time 'lost' due to missed appointments	1.4	1.3	1.1	1.8	1.8
Recordkeeping (do not include documentation during the course of service provision)	2.3	1.7	1.4	1.7	1.8
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.7	1.7	1.8	1.6	1.6
Program preparation/ set-up/ clean-up	1.1	0.9	0.8	0.9	0.9
Other activities	1.7	0.5	0.0	0.9	0.4
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	30.8	32.1	34.0	33.9	34.4

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Children's Rehabilitative and Community Support Services Provided in the Home and Community

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) - BCBA's

Providing Children's Rehabilitative and Community Support	7.8	7.7	8.8	10.5	10.5
Providing other billable services	5.9	5.9	5.3	3.7	3.7
Participating in IEP/ISP/Plan of Care meetings	1.1	1.1	1.1	1.6	1.6
Travel between members	2.4	2.4	2.2	2.4	2.4
Conducting Functional Behavioral Assessments	3.4	3.4	4.5	2.4	2.4
Conducting summary and analysis of data on member progress	6.4	6.3	5.2	6.0	6.0
Conducting coordination of member care with other providers	3.4	3.4	2.2	3.0	3.0
Conducting monthly member treatment team meetings	1.8	1.8	2.2	1.5	1.5
Time 'lost' due to missed appointments	1.5	1.5	1.7	2.0	2.0
Recordkeeping (do not include documentation during the course of service provision)	3.6	3.6	3.6	3.6	3.6
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.7	2.7	2.8	3.3	3.3
Program preparation/ set-up/ clean-up	0.4	0.2	0.3	0.2	0.2
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.4	40.0	40.0	40.0	40.0
Actual reported work hours per week	32.4	32.4	39.0	35.4	35.4

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Children's Rehabilitative and Community Support Services Provided in School Setting

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	3				
Number of individuals receiving Children's Rehabilitative and Community Support services	95				
<i>Service Design</i>					
Number of weekly encounters per direct support worker	6.7	6.7	5.0	5.1	5.1
Length in hours of a service encounter	4.6	4.6	5.0	5.1	5.1
Number of hours per week that a child receives service	22.3	22.3	25.0	25.6	25.6
Attendance rate for children receiving services	75.7%	75.7%	80.0%	85.7%	85.7%
Square footage of direct service space per child	156	156	156	44	44
<i>Mileage (scaled to a 40-hour workweek)</i>					
Miles driven per week per BHP	0	0	0	0	0
Miles driven per week per BCBA	0	0	0	0	0
<i>Staffing Pattern (scaled to a 40-hour workweek) - BHPs</i>					
Providing Children's Rehabilitative and Community Support	30.0	30.1	32.1	25.9	26.0
Providing other billable services	1.5	1.5	0.0	0.9	0.9
Participating in IEP/ISP/Plan of Care meetings	0.6	0.6	0.3	1.3	1.3
Conducting Functional Behavioral Assessments	0.0	0.0	0.0	0.0	0.0
Conducting summary and analysis of data on member progress	0.0	0.0	0.0	0.0	0.0
Conducting coordination of member care with other providers	0.0	0.0	0.0	0.0	0.0
Conducting monthly member treatment team meetings	0.1	0.1	0.0	0.1	0.1
Time 'lost' due to missed appointments	0.9	0.9	1.2	1.1	1.2
Recordkeeping (do not include documentation during the course of service provision)	1.9	1.9	1.6	3.5	3.5
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.4	1.4	1.6	1.9	1.9
Program preparation/ set-up/ clean-up	2.8	2.8	3.1	3.6	3.6
Other activities	0.7	0.7	0.0	1.6	1.6
Total	39.8	40.0	40.0	39.9	40.0
Actual reported work hours per week	36.6	36.6	36.0	37.8	37.8

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
 prepared for Maine Department of Health and Human Services**

Children's Rehabilitative and Community Support Services Provided in School Setting

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) - BCBAs

Providing Children's Rehabilitative and Community Support	11.3	11.5	16.5	17.1	17.3
Providing other billable services	0.7	0.7	0.0	0.4	0.4
Participating in IEP/ISP/Plan of Care meetings	4.9	5.0	4.4	3.6	3.7
Conducting Functional Behavioral Assessments	2.4	2.5	3.4	0.9	0.9
Conducting summary and analysis of data on member progress	6.1	6.2	5.4	4.9	5.0
Conducting coordination of member care with other providers	2.2	2.2	2.3	1.1	1.1
Conducting monthly member treatment team meetings	0.5	0.5	0.5	0.9	0.9
Time 'lost' due to missed appointments	0.7	0.7	1.0	1.0	1.0
Recordkeeping (do not include documentation during the course of service provision)	3.1	3.1	4.4	4.3	4.3
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	5.5	5.6	2.1	1.5	1.6
Program preparation/ set-up/ clean-up	0.7	0.7	0.0	0.4	0.4
Other activities	1.4	1.4	0.0	3.3	3.3
Total	39.4	40.0	40.0	39.4	40.0
Actual reported work hours per week	20.3	20.3	20.0	33.5	33.5

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Children's Behavioral Health Day Treatment Services Provided in School Setting

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 Children's Behavioral Health Day Treatment Services services	444				

Agency Caseload

Number of weekly encounters per direct support worker	9.4	7.3	6.5	6.4	6.4
Length in hours of a service encounter	3.5	3.5	3.0	4.7	4.7
Number of hours per week that a child receives service	23.9	25.4	25.0	27.9	27.9
Attendance rate for children receiving services	83.4%	83.4%	85.0%	84.5%	84.5%
Square footage of direct service space per child	353	353	281	351	351

Mileage (scaled to a 40-hour workweek)

Miles driven per week per BHP	14	14	0	0	0
Miles driven per week per master's-level	46	46	0	0	0
Miles driven per week per BCBA	0	0	0	0	0

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

Providing Children's Behavioral Health Day Treatment	27.7	28.2	29.5	27.8	28.0
Providing other billable services	0.4	0.0	0.0	0.3	0.0
Participating in IEP/ISP/Plan of Care meetings	0.5	0.6	0.6	0.8	0.8
Conducting Functional Behavioral Assessments	0.0	0.0	0.0	0.0	0.0
Conducting summary and analysis of data on member progress	0.8	0.9	0.0	1.3	1.3
Conducting coordination of member care with other providers	0.7	0.8	0.7	0.8	0.8
Conducting monthly member treatment team meetings	0.3	0.3	0.0	0.2	0.2
Time 'lost' due to missed appointments	1.1	1.2	1.1	1.0	1.1
Recordkeeping (do not include documentation during the course of service provision)	3.2	3.3	3.4	2.7	2.8
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.4	2.2	2.4	2.2	2.0
Program preparation/ set-up/ clean-up	2.3	2.5	2.4	2.5	2.7
Other activities	0.6	0.2	0.0	0.4	0.4
Total	40.1	40.0	40.0	40.0	40.0
Actual reported work hours per week	35.8	38.3	38.5	38.1	38.1

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Children's Behavioral Health Day Treatment Services Provided in School Setting

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) - Master's

Providing Children's Behavioral Health Day Treatment	21.9	23.7	23.7	20.8	22.7
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in IEP/ISP/Plan of Care meetings	2.3	1.9	1.8	3.0	2.6
Conducting Functional Behavioral Assessments	0.0	0.0	0.0	0.0	0.0
Conducting summary and analysis of data on member progress	1.6	1.2	1.2	1.6	0.9
Conducting coordination of member care with other providers	2.1	1.8	2.3	2.1	1.6
Conducting monthly member treatment team meetings	0.8	0.6	0.9	0.6	0.7
Time 'lost' due to missed appointments	1.6	1.2	1.2	1.8	1.2
Recordkeeping (do not include documentation during the course of service provision)	3.5	3.8	3.1	4.0	4.3
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.5	2.7	3.0	2.2	2.4
Program preparation/ set-up/ clean-up	1.5	1.6	1.8	1.7	1.9
Other activities	2.4	1.7	1.2	2.2	1.8
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	38.9	39.5	40.0	38.9	39.3

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

Providing Children's Behavioral Health Day Treatment	11.8	11.8	19.4	14.2	14.2
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in IEP/ISP/Plan of Care meetings	1.9	1.9	2.2	2.8	2.8
Conducting Functional Behavioral Assessments	9.0	9.0	2.2	1.1	1.1
Conducting summary and analysis of data on member progress	5.6	5.6	5.6	7.5	7.5
Conducting coordination of member care with other providers	1.7	1.7	1.1	2.2	2.2
Conducting monthly member treatment team meetings	0.8	0.8	0.5	1.1	1.1
Time 'lost' due to missed appointments	0.2	0.2	0.0	0.4	0.4
Recordkeeping (do not include documentation during the course of service provision)	3.3	3.3	4.6	4.0	4.0
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.0	2.0	2.2	2.4	2.4
Program preparation/ set-up/ clean-up	1.8	1.8	2.2	2.0	2.0
Other activities	1.9	1.9	0.0	2.2	2.2
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	31.2	31.2	38.5	38.8	38.8

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - Clinic

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	33					
Number of individuals receiving Outpatient/Substance Abuse services	25,301					
Service Design						
Length in hours of an individual session		1.0	1.0	1.0	1.0	1.0
Number of hours to complete a Comprehensive Assessment		2.1	1.9	2.0	2.3	2.1
Percentage of service hours provided through an evidence-based treatment model		70.8%	70.8%	80.0%	70.1%	70.1%
Deaf and Hard of Hearing Services						
Percentage of providers providing services for members who are deaf or hard of hearing	74%					
Percentage of providers that use an interpreter other than the clinician providing care	94%					
Outpatient Groups						
Percent of hours billed based on scheduled group size						
Groups with a ratio of two to four members per direct support worker		58.2%	58.2%	62.3%	48.9%	48.9%
Groups with a ratio of five to seven members per direct support worker		37.3%	37.3%	35.0%	43.7%	43.7%
Groups with a ratio of eight or more members per direct support worker		4.5%	4.5%	2.7%	7.4%	7.4%
Attendance rate		76.2%	76.2%	75.0%	77.0%	77.0%
Staffing Pattern (scaled to a 40-hour workweek)						
Providing Outpatient Services		23.4	25.3	26.3	21.6	23.9
Providing other billable services		2.0	0.9	0.0	0.4	0.4
Collateral contacts (non-billable)		2.5	2.4	2.6	2.4	2.5
Participating in ISP/Plan of Care meetings		1.1	1.1	1.1	1.6	1.7
Travel between members		0.2	0.0	0.0	0.1	0.0
Time 'lost' due to missed appointments		2.8	2.8	2.9	5.8	2.7
Recordkeeping (do not include documentation during the course of service provision)		4.9	5.3	5.5	5.3	5.9
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)		2.4	2.0	1.6	2.0	2.2
Other activities		0.6	0.2	0.0	0.9	0.7
Total		40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week		37.2	39.2	40.0	39.9	40.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - Community

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	5				
Number of individuals receiving Outpatient/Substance Abuse services	7,062				
<i>Agency Caseload and Service Design</i>					
Length in hours of an individual session	1.1	1.1	1.0	1.0	1.0
Percentage of service hours provided through an evidence-based treatment model	81.0%	81.0%	80.0%	83.0%	83.0%
<i>Mileage (scaled to a 40-hour workweek)</i>					
Miles driven per week per worker for travel between members	85	85	40	108	108
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>					
Providing Outpatient Services	21.6	21.6	24.6	24.0	24.0
Providing other billable services	1.1	1.1	0.0	0.6	0.6
Collateral contacts (non-billable)	4.6	4.6	5.3	4.4	4.4
Participating in ISP/Plan of Care meetings	1.9	1.9	1.1	1.2	1.2
Travel between members	1.7	1.7	1.0	1.2	1.2
Time 'lost' due to missed appointments	2.0	2.0	2.1	2.3	2.3
Recordkeeping (do not include documentation during the course of service provision)	4.8	4.8	3.9	3.6	3.6
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.8	1.9	1.5	1.8	1.8
Other activities	0.6	0.6	0.5	1.0	1.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	37.5	37.5	40.0	35.0	35.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services**

Outpatient/Substance Abuse Services (Comprehensive Assessment and Therapy) - School

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 Outpatient/Substance Abuse services	4,580				

Agency Caseload and Service Design

Length in hours of an individual session	1.0	1.1	1.0	0.7	1.1
Square footage of direct service space per individual	1,881	1,881	120	4,434	4,434
Percentage of service hours provided through an evidence-based treatment model	78.0%	78.0%	80.0%	81.9%	81.9%

Outpatient Groups

Percent of hours billed based on scheduled group size					
Groups with a ratio of two to four members per direct support worker	0.0%	0.0%	0.0%	0.0%	0.0%
Groups with a ratio of five to seven members per direct support worker	100.0%	100.0%	100.0%	100.0%	100.0%
Groups with a ratio of eight or more members per direct support worker	0.0%	0.0%	0.0%	0.0%	0.0%
Attendance rate	89.0%	89.0%	89.0%	89.0%	89.0%

Staffing Pattern (scaled to a 40-hour workweek)

Providing Outpatient Services	21.6	22.2	22.6	23.6	23.7
Providing other billable services	1.1	1.1	0.0	0.1	0.1
Collateral contacts (non-billable)	4.9	5.0	4.8	5.8	5.9
Participating in ISP/Plan of Care meetings	1.4	1.4	1.2	1.1	1.1
Travel between members	1.3	1.3	1.6	1.8	1.8
Time 'lost' due to missed appointments	1.4	1.0	1.2	1.1	1.1
Recordkeeping (do not include documentation during the course of service provision)	5.5	5.6	5.9	4.1	4.1
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.6	1.7	1.6	1.3	1.3
Other activities	1.3	0.7	1.1	1.0	1.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	36.8	41.2	40.0	39.0	39.1

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Medication Management Services

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 Medication Management services	14,693				

Agency Caseload

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Number of completed individual visits per full-time equivalent staff per week	46.3	29.6	35.0	46.1	40.5
Attendance rate for adult members	81%	81%	78%	79%	79%
Attendance rate for child members	81%	81%	79%	79%	79%
Length in hours of an individual visit	0.5	0.5	0.5	0.5	0.5
Number of hours of non-billable activities per week per adult receiving services	1.1	1.1	0.4	1.6	1.6
Number of hours of non-billable activities per week per child receiving services	0.9	0.9	0.8	0.8	0.8

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 Medication Management services	18.5	21.8	24.3	19.3	21.0
Providing other billable services	4.2	1.0	0.0	0.8	0.3
Non-billable activities on behalf of individuals receiving Medication Management services	4.2	4.4	5.5	4.9	5.2
Participating in ISP/Plan of Care meetings	0.5	0.5	0.4	0.7	0.8
Time 'lost' due to missed appointments	3.8	3.9	2.6	3.1	3.3
Recordkeeping (do not include documentation during the course of service provision)	4.9	4.2	5.3	7.1	5.2
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.8	2.9	2.0	1.8	1.9
Other activities	1.3	1.4	0.0	2.3	2.4
Total	40.2	40.0	40.0	40.0	40.0
Actual reported work hours per week	39.9	37.3	40.0	46.4	39.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Neuropsychological/ Psychological Testing

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 Outpatient/Substance Abuse services	233				

Staffing Pattern (scaled to a 40-hour workweek) - Physician/Psychologist

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Administering test (face-to-face time, not time when the client is working alone)	3.5	3.5	3.5	4.0	4.0
Scoring and interpreting test results	1.5	1.5	1.5	1.7	1.7
Reviewing other clinical data (e.g., previous tests)	1.0	1.0	1.0	1.2	1.2
Collateral contacts	1.0	1.0	1.0	1.2	1.2
Report writing	11.0	11.0	11.0	12.7	12.7
Providing other billable services	0.3	0.3	0.3	0.3	0.3
Time 'lost' due to missed appointments	0.3	0.3	0.3	0.3	0.3
Recordkeeping (do not include documentation during the course of service provision)	1.5	1.5	1.5	1.7	1.7
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	0.0	0.0	0.0	0.0	0.0
Other activities	20.0	20.0	20.0	17.0	17.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	29.7	29.7	29.7	31.3	31.3

Agency Caseload and Service Design

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Number of hours to complete test	19.9	19.9	19.9	16.9	16.9
Distribution of instruments used					
Wechsler Intelligence Scale for Children (WISC)	11.0%	11.0%	11.0%	11.0%	11.0%
Trauma Symptom Checklist for Children (TSCC)	11.0%	11.0%	11.0%	11.0%	11.0%
Millon Pre adolescent Clinical Inventory (M-PACI)	4.0%	4.0%	4.0%	4.0%	4.0%
Kaufman Brief Intelligence Test , 2nd edition (KBIT-2)	10.0%	10.0%	10.0%	10.0%	10.0%
Child Incomplete Sentences	10.0%	10.0%	10.0%	10.0%	10.0%
Vineland Adaptive Scales, Version 3	5.0%	5.0%	5.0%	5.0%	5.0%
Achenebach Child Behavior Checklist (CBCL 1-1/2 -5; 6-18)	13.0%	13.0%	13.0%	13.0%	13.0%
Connors continous Performance Test, 3rd edition (CPT3)	2.0%	2.0%	2.0%	2.0%	2.0%
Greenspan Social Emotional Growth Chart	1.0%	1.0%	1.0%	1.0%	1.0%
Connors 3 teacher	3.0%	3.0%	3.0%	3.0%	3.0%
Connors 3 parent	3.0%	3.0%	3.0%	3.0%	3.0%
ADOS	5.0%	5.0%	5.0%	5.0%	5.0%
Connors 3 A-IParent	2.0%	2.0%	2.0%	2.0%	2.0%
Differential Ability Scales DAS II	5.0%	5.0%	5.0%	5.0%	5.0%
KBIT -2	15.0%	15.0%	15.0%	15.0%	15.0%

Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes

Provider Survey Analysis

prepared for Maine Department of Health and Human Services

Medication-Assisted Treatment with Methadone Services

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-Assisted Treatment services	512				

Agency Caseload

Cases per full-time equivalent position (first column is % of providers reporting position)						
Physicians	100%	331.0	331.0	331.0		
Advanced practice registered nurse (APRN)	50%	38.5	38.5	38.5		
LADCs	100%	89.5	89.5	89.5		
CADCs	100%	51.0	51.0	51.0		
Pharmacists	100%	356.0	356.0	356.0		
Other staff	50%	8.0	8.0	8.0		

Program Operations

Square footage of building		4,100	4,100	4,100		
Number of days per week the program is open		6.0	6.0	6.0		
Number of hours per week the program is open		48.0	48.0	48.0		
Hours of individual counseling received per week by an individual		0.9	0.9	0.9		
Hours of group counseling received per week by an individual		0.6	0.6	0.6		
Percentage of enrolled weeks not billed because the member does not receive any services		1.5%	1.5%	1.5%		

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Mental Health Psychosocial Clubhouse Services

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 Clubhouse services	355				

Agency Caseload

Number of days per week that Clubhouse programs operate	5.0	5.0	5.0	5.0	5.0
Number of hours per day that Clubhouse programs operate	8.5	8.5	8.5	8.5	8.5
Number of hours per week that a member receives Clubhouse services	12.9	12.9	10.5	10.5	10.5
Attendance rate	30.0%	30.0%	30.0%		
Percent of hours billed based on group size					
Groups with a ratio of three or fewer members per direct support worker	100.0%	100.0%	100.0%		
Groups with a ratio of more than three but five or fewer members per direct support worker					
Groups with a ratio of more than five but seven or fewer members per direct support worker					
Groups with a ratio of more than seven members per direct support worker					
Square footage of direct service space per individual	124	124	141	62	62

Staffing Pattern (scaled to a 40-hour workweek)

Providing Mental Health Psychosocial Clubhouse Services	34.6	34.6	34.6	32.5	32.5
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in ISP/Plan of Care meetings	1.2	1.2	1.0	1.0	1.0
Participating in member assessments	0.7	0.7	1.0	0.0	0.0
Recordkeeping (do not include documentation during the course of service provision)	2.5	2.5	2.4	5.0	5.0
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	0.6	0.6	0.5	0.5	0.5
Program set-up/ clean-up	0.3	0.3	0.5	0.5	0.5
Other activities	0.2	0.2	0.0	0.5	0.5
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	40.0	40.0	40.0	40.0	40.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Specialized Group Services - DBT

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 Specialized Group Services, DBT	137				

Agency Caseload and Service Design

Number of individuals per session	6.5	6.5	6.5	6.4	6.4
Percent of individuals who complete the series of sessions	82.5%	82.5%	82.5%	81.9%	81.9%
Approximate square footage of space used for providing direct support	600	600	600	600	600

Staffing Pattern (scaled to a 40-hour workweek)

Providing Specialized Group services	25.5	25.5	25.5	24.7	24.7
Providing other billable services	5.7	5.7	5.7	5.9	5.9
Recordkeeping (do not include documentation during the course of service provision)	6.3	6.3	6.3	6.4	6.4
Employer time ¹ (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.3	1.3	1.3	1.3	1.3
Program preparation/ set-up/ clean-up	1.3	1.3	1.3	1.7	1.7
Other activities	0.0	0.0	0.0	0.0	0.0
Total	40.0	40.0	40.0	40.0	40.0
Actual reported work hours per week	19.3	19.3	19.3	22.0	22.0

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
prepared for Maine Department of Health and Human Services
Children's Home and Community Based Treatment Services**

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	9				
Number of individuals receiving HCT services	423				

Service Design

Average number of hours per week that a member receives HCT services	7.0	6.1	7.0	7.0	6.8
Percentage of service hours provided through an evidence-based treatment model	59.1%	59.1%	75.0%	34.5%	34.5%

Caseload - Clinician

Caseload of a full-time equivalent clinician	5.7	5.3	6.0	5.9	5.7
Number of face-to-face HCT service encounters per week per clinician	7.6	6.3	7.5	6.9	6.1
Length in hours of a service encounter	2.7	2.7	2.8	2.8	2.8

Caseload - BHP

Caseload of a full-time equivalent BHP	5.2	5.2	5.0	3.9	3.9
Number of face-to-face HCT service encounters per week per BHP	7.0	5.6	6.0	6.4	5.6
Length in hours of a service encounter	3.3	3.5	3.5	3.6	3.7

Mileage

Miles driven per clinician per week to travel between member visits	164	164	150	164	164
Miles driven per BHP per week to travel between member visits	145	145	150	142	142

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

Providing direct Children's Home and Community Based Treatment services	18.5	21.3	22.0	18.2	19.7
Providing billable collateral contacts for children receiving HCT	3.8	2.0	2.2	2.3	1.9
Providing other billable services	2.0	0.0	0.0	2.3	0.0
Participating in IEP, ISP, Plan of Care, family team, and wrap around meetings	1.4	1.5	1.1	1.8	1.9
Travel between members	4.2	4.4	4.9	4.6	4.9
Recordkeeping (do not include documentation during the course of service provision)	5.2	5.5	5.5	6.4	6.8
Time 'lost' due to missed appointments	1.6	1.7	2.1	1.9	2.0
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	2.3	2.5	2.3	2.3	2.4
Other activities	1.0	1.1	0.0	0.4	0.4
Total	40.1	40.0	40.0	40.0	40.0
Actual reported work hours per week	40.8	40.3	40.0	39.9	39.5

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
 Provider Survey Analysis
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 Children's Home and Community Based Treatment Services**

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) - BHP

Providing direct Children's Home and Community Based Treatment services [Line 3 * Line 4]	24.9	26.6	27.5	26.0	26.9
Providing billable collateral contacts for children receiving HCT	3.4	0.7	0.0	0.8	0.1
Providing other billable services	0.0	0.0	0.0	0.0	0.0
Participating in IEP, ISP, Plan of Care, family team, and wrap around meetings	0.6	0.5	0.5	1.1	0.4
Travel between members	4.2	4.5	5.9	5.5	5.7
Recordkeeping (do not include documentation during the course of service provision)	2.0	2.1	2.1	1.8	1.9
Time 'lost' due to missed appointments	2.5	2.7	2.2	2.6	2.7
Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.7	2.1	1.8	1.9	2.0
Other activities	0.9	1.0	0.0	0.3	0.3
Total	40.2	40.0	40.0	40.0	40.0
Actual reported work hours per week	32.7	32.7	39.5	35.5	35.5

**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
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Behavioral Health Home Services - Adults

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	22				
Number of adults receiving Behavioral Health Home services	7,954				

Agency Caseload and Service Design

		9.2	3.9	4.0	4.4	4.4
Number of hours of service per month per member						
Hours per 200 cases (first column is % of providers reporting position)						
Psychiatrist - hours per 200 cases	68%	160	111	119	109	101
Physician and PA - hours per 200 cases	50%	1,760	606	165	248	248
Cases per full-time equivalent position (first column is % of providers reporting position)	68%	4,809	4,081	3,500	5,502	5,009
Family or Youth Specialist/ Peer	95%	320	196	182	328	264
MHRT/C / Other Coordinator	91%	34	30	29	31	31
Percentage of cases based on the team leader						
Physician or Psychologist		5.7%	1.0%	0.0%	2.0%	0.1%
Other team leader (e.g. LCSW, LMSW, LCPC, etc.)		94.3%	99.0%	100.0%	98.0%	99.9%
Percentage of months in which a member is enrolled, but agency did not meet the billing requirement		6.3%	6.3%	4.6%	7.1%	7.1%

Mileage

Weekly miles per case for all members of the BHH team	9	7	7	9	6
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**Targeted Case Management, Community Support, Child Rehabilitation, Behavioral Health, and Behavioral Health Homes
Provider Survey Analysis
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Behavioral Health Home Services - Child

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
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Responding providers	22				
Number of children receiving Behavioral Health Home services	14,546				

Agency Caseload and Service Design

Number of hours of service per month per member		9.5	4.0	3.0	5.5	5.5
Hours per 200 cases (first column is % of providers reporting position)						
Psychiatrist - hours per 200 cases	67%	249	206	154	119	114
Physician and PA - hours per 200 cases	48%	1,699	347	171	126	119
Cases per full-time equivalent position (first column is % of providers reporting position)						
Family or Youth Specialist/ Peer	81%	371	264	199	641	233
MHRT/C / Other Coordinator	90%	44	32	32	77	30
Percentage of cases based on the team leader						
Physician or Psychologist		1.1%	0.0%	0.0%	0.2%	0.0%
Other team leader (e.g. LCSW, LMSW, LCPC, etc.)		98.9%	100.0%	100.0%	99.8%	100.0%
Percentage of months in which a member is enrolled, but agency did not meet the billing requirement		5.7%	5.0%	5.0%	6.4%	6.3%

Mileage

Weekly miles per case for all members of the BHH team		5	5	4	4	4
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