

New Rate and Payment Options

Provider Survey Analysis

- prepared for -

Rhode Island Department of Behavioral Healthcare, Developmental
Disabilities and Hospitals

- prepared by -

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Survey Participation

	Response Rate by Provider with FY2021 Claims			Response Rate by Spending		
	Count	Respondents	Response Rate	Total FY2021 Claims	Claims with Response	Response Rate
Totals	35	24	69%	\$228,028,361	\$196,537,427	86%
<i>Residential Support Services</i>						
Community Residence Supports	26	20	77%	\$101,834,945	\$86,580,485	85%
Non-congregate Residential Supports	8	8	100%	\$3,459,081	\$3,459,081	100%
Shared Living Arrangement	16	13	81%	\$15,375,136	\$12,268,523	80%
Access to Overnight Shared Supports	10	9	90%	\$887,402	\$871,933	98%
<i>Day Supports</i>						
Day Program (center and community based)	32	23	72%	\$51,607,534	\$44,400,032	86%
Day Program (Home-Based)	11	10	91%	\$1,960,417	\$1,938,984	99%
Professional Supports in Day Program	26	20	77%	\$2,383,949	\$1,994,652	84%
Day Activity Transportation	30	22	73%	\$4,635,373	\$3,906,733	84%
<i>Employment Supports</i>						
Prevocational Training	12	10	83%	\$156,994	\$147,900	94%
Job Development / Assessment	19	15	79%	\$2,272,312	\$2,231,971	98%
Job Coaching and Retention	24	20	83%	\$1,705,947	\$1,530,875	90%
<i>Community-Based Supports and Other Home-Based Services</i>						
Community Based Supports	28	21	75%	\$31,293,062	\$28,731,415	92%
Natural Supports	2	2	100%	\$96,641	\$96,641	100%
Respite	20	16	80%	\$3,066,638	\$1,871,112	61%
<i>Support Coordination and Facilitation</i>						
Support Coordination	33	23	70%	\$5,332,857	\$4,547,017	85%
Support Facilitation	6	6	100%	\$1,960,074	\$1,960,074	100%

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Administration and Program Support Costs

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

Count of Providers	17	15	10	10
Median Rate	13.5%	12.2%	21.4%	21.4%
Weighted Average Rate	10.8%	10.8%	16.9%	16.9%

Program Revenues	\$148,599,217	\$148,349,916	\$114,515,370	\$114,515,370
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Detail by Expenditure Category

Salaries	\$6,533,039	\$6,434,767	\$6,022,330	\$6,022,330
Payroll Taxes and Benefits	\$1,742,004	\$1,703,856	\$1,878,469	\$1,878,469
Subtotal - Staffing Costs	\$8,275,043	\$8,138,623	\$7,900,799	\$7,900,799
Benefits Rate	26.7%	26.5%	31.2%	31.2%

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Administration and Program Support Costs

	Admin. (All Respondents)	Admin. (Respondents <50%)	Prog. Support (All Respondents)	Prog. Support (Respondents <50%)
<i>Other Operating Costs</i>				
Administrative Facility Rent/Mortgage/Depreciation	\$777,062	\$774,119	\$279,519	\$279,519
Facility Janitorial/Landscaping/Repairs/Etc.	\$390,655	\$390,655	\$273,229	\$273,229
Utilities/Telecommunications/Etc.	\$286,813	\$281,505	\$209,503	\$209,503
Travel, Vehicle	\$263,060	\$260,850	\$903,974	\$903,974
Travel, Air, Lodging, Per Diem	\$8,444	\$8,444	\$0	\$0
Office Equipment and Furniture	\$94,028	\$94,028	\$127,127	\$127,127
Depreciation	\$309,818	\$305,563	\$455,111	\$455,111
Interest Expense (excluding mortgage)	\$79,433	\$78,731	\$13,978	\$13,978
Other Taxes	\$59,821	\$59,821	\$40,493	\$40,493
Licensing/Certification/Accreditation Fees	\$6,789	\$6,780	\$3,577	\$3,577
Hiring Expenses	\$41,697	\$41,697	\$79,145	\$79,145
Training Expense	\$92,726	\$90,926	\$19,188	\$19,188
Insurance	\$276,346	\$274,115	\$592,303	\$592,303
Information Technology Expense	\$585,329	\$584,529	\$276,052	\$276,052
Office Supplies	\$225,451	\$224,704	\$285,900	\$285,900
Advertising	\$6,561	\$6,561	\$5,820	\$5,820
Dues and Subscriptions	\$166,799	\$164,853	\$69,822	\$69,822
Consulting - Legal/Accounting/Etc.	\$2,348,383	\$2,348,383	\$1,184,253	\$1,184,253
Allocated Corporate Office Overhead	\$566,501	\$566,501	\$343,104	\$343,104
Other	\$1,251,963	\$1,247,496	\$2,141,280	\$2,141,280
Subtotal - Other Operating Costs	\$7,837,677	\$7,810,257	\$7,303,377	\$7,303,377
Grand Total	\$16,112,720	\$15,948,881	\$15,204,176	\$15,204,176

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Direct Care Worker Wages

	All Employees							Employees Excluding Supervisors					
	Surveys	Reported Work Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers¹	Weighted Avg. w/o Outliers¹	Reported Work Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers¹	Weighted Avg. w/o Outliers¹
Support Facilitation	3	18,713	\$21.73	\$21.73	\$17.77	\$17.57	\$17.57	15,083	\$16.39	\$16.39	\$16.39	\$16.64	\$16.64
Supports Broker	0	0						0					
Residential Habilitation	9	1,065,525	\$19.19	\$17.90	\$17.84	\$17.95	\$17.94	850,903	\$18.50	\$17.05	\$17.21	\$17.21	\$17.21
Non-Congregate Residential Supports	4	202,092	\$20.11	\$20.11	\$18.69	\$18.64	\$18.64	160,216	\$19.57	\$19.57	\$17.83	\$18.15	\$18.15
Shared Living Arrangements	3	3,604	\$19.09	\$19.09	\$19.03	\$17.81	\$17.81	154	\$23.82	\$23.82	\$23.82	\$24.98	\$24.98
Community-Based Supports	12	267,910	\$18.31	\$17.50	\$17.07	\$17.62	\$17.57	205,190	\$18.75	\$16.86	\$16.90	\$17.09	\$16.99
Natural Supports Training	4	3,882	\$26.29	\$26.29	\$24.48	\$35.06	\$35.06	3,744	\$35.45	\$35.45	\$35.45	\$35.45	\$35.45
Respite	1	13	\$20.48	\$20.48	\$20.48	\$20.48	\$20.48	13	\$20.48	\$20.48	\$20.48	\$20.48	\$20.48
Overnight Shared Supports	2	4,979	\$17.01	\$17.01	\$17.01	\$18.48	\$18.48	4,380	\$16.39	\$16.39	\$16.39	\$17.32	\$17.32
Day Program	9	319,282	\$17.39	\$16.97	\$17.30	\$17.27	\$17.27	269,192	\$17.82	\$16.49	\$16.56	\$16.72	\$16.72
Professional Services	8	19,069	\$32.44	\$31.00	\$33.00	\$32.91	\$31.63	11,322	\$31.05	\$31.05	\$31.58	\$26.96	\$26.96
Transportation	9	52,088	\$17.24	\$16.72	\$16.84	\$17.07	\$17.04	47,956	\$16.99	\$16.43	\$16.84	\$16.55	\$16.51
Job Assessment and Development	7	17,585	\$19.88	\$19.88	\$19.98	\$18.32	\$18.32	16,811	\$19.72	\$19.72	\$19.07	\$18.16	\$18.16
Job Coaching	9	40,010	\$19.49	\$18.14	\$16.94	\$16.98	\$16.84	38,703	\$18.10	\$17.24	\$16.71	\$16.78	\$16.77
Job Retention	6	1,832	\$22.31	\$22.31	\$22.13	\$21.82	\$21.82	1,046	\$20.68	\$20.68	\$21.25	\$21.58	\$21.58
Prevocational Training	4	11,986	\$21.08	\$21.08	\$21.47	\$17.87	\$17.87	11,478	\$20.93	\$20.93	\$21.19	\$17.74	\$17.74

¹Weighted averages are weighted by reported direct care worker hours.

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Direct Care Contractor Wages

All Contractors						
Surveys	Reported Work Hours	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers ¹	Weighted Avg. w/o Outliers ¹

Non-Congregate Residential Supports	1	4,516	\$26.41	\$26.41	\$26.41	\$26.41	\$26.41
Day Program	1	29	\$36.02	\$36.02	\$36.02	\$36.02	\$36.02
Professional Services	2	2,101	\$54.28	\$54.28	\$54.28	\$58.27	\$58.27

¹Weighted averages are weighted by reported direct care worker hours.

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Annual Turnover Rate for Direct Care Workers

	Surveys	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers ¹	Weighted Avg. w/o Outliers ¹
Support Facilitation	3	2%	2%	0%	6%	6%
Supports Broker	0					
Residential Habilitation	9	26%	26%	31%	32%	32%
Non-Congregate Residential Supports	4	26%	26%	23%	33%	33%
Shared Living Arrangements	3	41%	41%	22%	23%	23%
Community-Based Supports	12	31%	34%	31%	34%	34%
Natural Supports Training	4	0%	0%	0%	0%	0%
Respite	1	100%	100%	100%	100%	100%
Overnight Shared Supports	2	44%	44%	44%	55%	55%
Day Program	9	26%	26%	23%	34%	34%
Professional Services	8	18%	18%	12%	25%	25%
Transportation	9	31%	31%	32%	38%	38%
Job Assessment and Development	7	10%	10%	0%	24%	24%
Job Coaching	9	13%	13%	0%	21%	21%
Job Retention	6	1%	0%	0%	1%	0%
Prevocational Training	4	10%	10%	3%	28%	28%

¹Weighted averages are weighted by reported direct care worker hours.

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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				
	Surveys	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers ¹	Weighted Avg. w/o Outliers ¹	Surveys	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers ¹	Weighted Avg. w/o Outliers ¹	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers ¹	Weighted Avg. w/o Outliers ¹
Support Facilitation	3	67	67	61	61	61	3	35	35	35	35	35	37	37	37	37	37
Residential Habilitation	9	60	60	60	44	44	9	26	26	26	23	23	37	37	37	29	29
Non-Congregate Residential Supports	4	77	77	71	104	104	4	26	26	27	26	26	43	43	41	51	51
Shared Living Arrangements	3	58	58	60	80	80	3	36	36	35	40	40	41	41	41	49	49
Community-Based Supports	12	67	54	60	60	44	12	28	28	27	25	25	41	37	38	37	32
Natural Supports Training	4	43	43	48	13	13	4	25	25	33	2	2	25	25	33	2	2
Respite	1	60	60	60	60	60	1	35	35	35	35	35	60	60	60	60	60
Overnight Shared Supports	2	60	60	60	62	62	2	19	19	19	12	12	41	41	41	40	40
Day Program	9	58	58	60	51	51	8	28	30	29	24	26	38	40	40	33	35
Professional Services	7	48	48	60	42	43	7	25	28	30	14	22	30	33	37	21	27
Transportation	9	50	50	40	61	61	8	28	28	29	24	25	37	37	33	39	39
Job Assessment and Development	7	65	52	57	66	60	7	33	33	32	32	32	40	37	38	40	39
Job Coaching	9	63	54	58	77	68	9	32	32	32	32	32	39	37	37	41	40
Job Retention	6	79	79	69	77	77	6	33	33	31	33	33	33	33	31	33	33
Prevocational Training	4	70	70	51	67	67	4	32	32	31	30	30	43	43	37	41	41
All Other Services and Activities	7	70	55	65	41	37	7	31	31	32	26	26	44	39	43	31	29

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Certification and Education Levels Among Professional Staff and Other Employees

	Certification/ Licensure						Education					
	RN	LVN/LPN	Psycho- logist	Therapist (OT/ PT/ SLP)	Other	Not Reported	High School/ GED	Associates Degree	Bachelors Degree	Masters Degree	PhD	Not Reported
Support Facilitation	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	95.9%	0.4%	3.7%	0.0%	0.0%	0.0%
Residential Habilitation	0.0%	0.0%	0.0%	0.0%	14.1%	85.9%	93.0%	0.0%	0.3%	0.1%	0.0%	6.6%
Non-Congregate Residential Supports	0.1%	0.0%	0.0%	0.0%	2.2%	97.7%	2.6%	0.1%	0.1%	0.0%	0.0%	97.2%
Overnight Shared Supports	0.0%	0.0%	0.0%	0.0%	92.8%	7.2%	99.2%	0.0%	0.0%	0.8%	0.0%	0.0%
Shared Living Arrangements	2.9%	0.0%	0.0%	0.0%	0.5%	96.6%	81.3%	0.0%	18.7%	0.0%	0.0%	0.0%
Community-Based Supports	0.2%	0.0%	0.0%	0.0%	10.2%	89.6%	72.4%	0.1%	3.2%	0.0%	0.0%	24.3%
Respite	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Day Program	0.0%	0.0%	0.0%	0.0%	14.5%	85.5%	89.3%	0.7%	0.8%	0.1%	0.0%	9.1%
Prevocational Training	0.0%	0.0%	0.0%	0.0%	6.5%	93.5%	82.9%	2.7%	5.3%	0.7%	0.0%	8.3%
Job Assessment and Development	0.0%	0.0%	0.0%	0.0%	4.0%	96.0%	72.4%	17.1%	3.8%	0.0%	0.0%	6.7%
Job Coaching	0.0%	0.0%	0.0%	0.0%	2.9%	97.1%	77.1%	9.5%	2.0%	0.2%	0.0%	11.3%
Job Retention	0.0%	0.0%	0.0%	0.0%	38.5%	61.5%	27.8%	13.3%	32.9%	4.8%	0.0%	21.3%
Transportation	0.2%	0.1%	0.0%	0.0%	31.5%	68.2%	75.5%	0.6%	0.7%	0.2%	0.0%	22.9%
Natural Supports Training	0.0%	0.0%	0.0%	0.0%	96.7%	3.3%	1.8%	0.0%	98.2%	0.0%	0.0%	0.0%
Professional Services	34.5%	10.3%	8.8%	0.8%	5.9%	39.7%	0.0%	10.3%	36.0%	16.7%	0.2%	36.8%

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Benefits for Direct Care Workers

	Full-Time	Part-Time
# of Responding Providers	20	19
# of Reported Staff	1,392	646

Benefit	Access to Benefit				Eligibility among Agencies that Offer Benefit										Benefit Level Among Staff Receiving Benefit²					Effective Benefit Level³
	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	20	19	95%	94%	96%	100%	100%	85%	100%						14.4	10.5	10.0	14.2	10.4	9.8
Paid Time Off	20	19	95%	100%	100%	100%	100%	100%	100%						187.0	16.0	14.0	15.4	15.4	15.4
Health Insurance	20	20	100%	100%	98%	100%	100%	100%	100%	64%	66%	62%	63%	63%	\$2,297	\$1,077	\$1,078	\$1,496	\$874	\$554
Other Benefits	20	19	95%	95%	98%	99%	100%	100%	100%	74%	77%	72%	72%	72%	\$227	\$192	\$161	\$138	\$138	\$94
Part-Time																				
Holidays	19	14	74%	86%	74%	80%	100%	67%	67%						12.5	10.3	10.0	12.0	10.4	6.0
Paid Time Off	19	16	84%	91%	85%	95%	100%	62%	94%						36.8	10.1	10.0	11.0	11.0	9.3
Health Insurance	19	8	42%	52%	50%	50%	42%	40%	40%	12%	12%	9%	12%	12%	\$552	\$552	\$506	\$525	\$525	\$34
Other Benefits	17	11	65%	77%	82%	93%	100%	79%	79%	48%	48%	41%	34%	34%	\$233	\$233	\$132	\$71	\$71	\$19
Worker's Compensation (amount per \$100 wages)															\$3.75	\$3.54	\$3.89	\$4.41	\$4.12	
Employment Security Tax Rate															1.3%	1.3%	1.2%	1.0%	1.0%	
Job Development Tax Rate															3.2%	0.2%	0.2%	0.2%	0.2%	

¹Weighted averages are weighted using total hours calculated from Fiscal Year 2022 survey data

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)

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Support Facilitation

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	4					
Number of individuals receiving Support Facilitation services	243					
Number of workers providing services through Self-Directed model services	184					

Service Design

Number of contacts per individual per year						
Individuals in Tier A		8.5	8.5	8.5	9.5	9.5
Individuals in Tier B		16.0	16.0	16.0	16.6	16.6
Individuals in Tier C		25.7	25.7	30.0	39.7	39.7
Individuals in Tier D		19.0	19.0	19.0	21.0	21.0
Individuals in Tier E		10.3	10.3	11.0	13.6	13.6
Percentage of individuals within Tier with a L9 modifier for supplemental funding needs						
Individuals in Tier A		0.0%	0.0%	0.0%	0.0%	0.0%
Individuals in Tier B		1.0%	1.0%	1.0%	1.3%	1.3%
Individuals in Tier C		4.0%	4.0%	1.0%	2.7%	2.7%
Individuals in Tier D		0.5%	0.5%	0.5%	0.6%	0.6%
Individuals in Tier E		21.4%	21.4%	21.4%	0.0%	0.0%

Caseload

Caseload per full-time equivalent care facilitator		43	43	50	53	53
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Mileage (scaled to a 40-hour workweek)

Miles driven per week per sup. facilitator to travel between service encounters and transporting individuals		1.0	1.0	1.0	1.3	1.3
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Support Facilitation

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

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Providing billable Support Facilitation services	15.4	15.4	22.9	22.5	22.5
Time spent on face-to-face contacts with individuals	8.6	8.6	2.1	1.3	1.3
Time spent on telephonic/remote contacts with individuals	5.7	5.7	7.9	8.3	8.3
Time 'lost' due to missed appointments	0.3	0.3	0.4	0.3	0.3
Time transporting individuals served	2.5	2.5	0.0	0.0	0.0
Travel time between individuals served	0.2	0.2	0.0	0.1	0.1
Recordkeeping	4.3	4.3	5.6	4.8	4.8
'Employer time'	1.1	1.1	1.0	1.2	1.2
Other activities	2.0	2.0	0.0	1.5	1.5
Total	40.0	40.0	40.0	40.0	40.0

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Residential Habilitation - Group Home

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	17					
Number of individuals receiving Residential Habilitation (Group Home) services	913					
<i>Absences and Overnight Staff</i>						
Number of absences per individual/per year		294	20	12	655	18
Percent of providers with overnight shift staff permitted to sleep	24%					
Percent of providers permitting overnight staff to sleep that pay a 'sleep time' differential	100%					
<i>Activities Outside of the Home</i>						
Percent of individuals regularly participating in activities (paid or unpaid) outside of the home without Residential Habilitation staff		54%	54%	58%	40%	40%
For individuals participating in outside activities, average scheduled hours per week		21.0	21.0	21.5	16.9	16.9
For individuals participating in outside activities, average number of hours per week they participate		20.6	20.6	21.5	16.6	16.6
Average number of hours per week that no staff are in the home because all residents are away from the home		13.8	13.8	12.0	13.0	13.0
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>						
Providing billable Residential Habilitation services		32.6	33.7	34.0	31.0	33.1
Time spent on face-to-face contacts with individuals		6.2	5.3	5.0	8.0	5.8
'Employer time'		1.0	1.0	1.0	1.0	1.1
Other activities		0.1	0.0	0.0	0.1	0.0
Total		40.0	40.0	40.0	40.0	40.0

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Residential Habilitation Detail

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Agency Caseload

Responding Providers	15					
Number of reported homes across all providers	194					
Average occupancy rate		90.8%	93.7%	98.1%	90.7%	93.8%

	%					
	Homes					
<i>Three Bedrooms and Fewer</i>	32					
Total Staff Hours		214.3	208.1	193.8	213.1	206.4
Awake Hours		212.1	205.8	190.0	210.5	203.7
Asleep Hours		70.0	70.0	70.0	70.0	70.0
<i>Four and Five-Bedroom Homes</i>	108					
Total Staff Hours		293.6	285.3	276.3	301.5	292.2
Awake Hours		286.1	278.6	272.0	293.2	284.0
Asleep Hours		63.6	56.6	70.0	64.7	58.3
<i>Six and Seven-Bedroom Homes</i>	11					
Total Staff Hours		427.6	427.6	413.0	422.2	422.2
Awake Hours		399.6	399.6	371.0	390.6	390.6
Asleep Hours		51.3	51.3	56.0	52.0	52.0
<i>Eight and Nine-Bedroom Homes</i>	7					
Total Staff Hours		370.7	370.7	324.5	374.1	374.1
Awake Hours		334.5	334.5	298.5	335.2	335.2
Asleep Hours		54.3	54.3	56.0	54.3	54.3

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Residential Habilitation Detail

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Weekly RN/ Psychologist Hours by Tier (adjacent column is percentage of individuals with hours)

<i>Weekly RN Hours</i>						
Tier A	33.3%	3.5	3.5	3.5	3.5	3.5
Tier B	20.4%	1.9	1.2	1.0	1.8	1.2
Tier C	16.4%	3.2	2.6	3.0	3.2	2.6
Tier D	24.7%	13.0	4.1	2.5	12.3	4.1
Tier E	16.8%	12.7	5.3	4.0	12.1	5.5
<i>Weekly Psychologist Hours</i>						
Tier A	33.3%	2.0	2.0	2.0	2.0	2.0
Tier B	18.4%	1.7	0.8	1.0	1.6	0.7
Tier C	13.9%	2.2	1.8	1.3	2.1	1.7
Tier D	18.3%	2.1	1.5	1.0	2.1	1.6
Tier E	15.0%	4.3	3.2	2.5	4.4	3.2

Vehicle Details

Vehicles assigned to the home		1.5	1.3	1.0	1.5	1.4
Average size of vehicle in terms of passengers		7.9	7.1	7.0	8.0	7.1
Purchase cost		\$38,316	\$37,290	\$35,000	\$37,153	\$36,150
Monthly lease cost		\$749	\$634	\$632	\$812	\$666
Annual mileage for agency-operated vehicles per home		20,575	17,762	12,300	22,548	18,962
Annual mileage for staff-owned vehicles per home		1,710	1,202	763	1,822	1,271

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Non-Congregate Residential Habilitation

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	9					
Number of individuals receiving Non-Congregate Residential Habilitation services	19					

Activities Outside of the Home

Percent of individuals regularly participating in activities (paid or unpaid) outside of the home w/o Res. Hab. staff		37%	37%	20%	23%	23%
For individuals participating in outside activities, average scheduled hours per week		11.3	11.3	6.0	10.5	10.5
For individuals participating in outside activities, average number of hours per week they participate		10.2	10.2	5.0	9.8	9.8
Average number of hours per week that no staff are in the home because all residents are away from the home		2.6	0.0	0.0	0.0	0.0

Agency Caseload

Number of individuals per home		2.1	2.1	2.0	1.8	1.8
Percent of Providers with overnight shift staff permitted to sleep	11.1%					
Percent of providers permitting overnight staff to sleep that pay a 'sleep time' differential	100.0%					
Percent of providers providing coverage through the use of on-call staffing	44.4%					
Annual cost of on-call payments		\$4,143	\$4,143	\$5,035	\$5,167	\$5,167

Staffing Pattern (scaled to a 40-hour workweek)

Providing billable Non-Congregate Residential Habilitation services		33.0	33.3	33.9	34.3	34.6
Time spent on face-to-face contacts with individuals		5.9	5.9	5.1	4.8	4.8
'Employer time'		1.0	0.8	1.0	0.6	0.6
Other activities		0.2	0.1	0.0	0.4	0.0
Total		40.0	40.0	40.0	40.0	40.0

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Non-Congregate Residential Habilitation Detail

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Agency Caseload

Responding Providers	10					
Number of reported homes across all providers	41					
Average occupancy rate		86.0%	89.9%	100.0%	91.7%	96.4%

	%					
	Homes					
<i>One-Bedroom Homes</i>	24					
Total Staff Hours		55.8	50.8	25.0	105.3	98.4
Awake Hours		55.8	50.8	25.0	105.3	98.4
Asleep Hours		-	-	-	-	-
<i>Two-Bedroom Homes</i>	10					
Total Staff Hours		123.2	123.2	138.0	162.1	162.1
Awake Hours		121.2	121.2	137.5	162.1	162.1
Asleep Hours		20.0	20.0	20.0	-	-
<i>Three-Bedroom Homes</i>	3					
Total Staff Hours		-	-	-	-	-
Awake Hours		-	-	-	-	-
Asleep Hours		-	-	-	-	-
<i>Four-Bedroom Homes</i>	1					
Total Staff Hours		195.0	195.0	195.0	195.0	195.0
Awake Hours		195.0	195.0	195.0	195.0	195.0
Asleep Hours		-	-	-	-	-
<i>Six Bedroom Homes</i>	1					
Total Staff Hours		182.0	182.0	182.0	182.0	182.0
Awake Hours		182.0	182.0	182.0	182.0	182.0
Asleep Hours		-	-	-	-	-
<i>Seven Bedroom Homes</i>	2					
Total Staff Hours		308.5	308.5	308.5	462.0	462.0
Awake Hours		308.5	308.5	308.5	462.0	462.0
Asleep Hours		-	-	-	-	-

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Non-Congregate Residential Habilitation Detail

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Weekly RN/ Psychologist Hours by Tier (adjacent column is percentage of individuals with hours)

<i>Weekly RN Hours</i>						
Tier A	12.5%	2.0	2.0	2.0	-	-
Tier B	6.7%	1.1	1.1	0.5	1.5	1.5
Tier C	4.2%	1.4	1.4	1.0	1.2	1.2
Tier D	8.3%	1.6	1.3	1.0	1.1	1.1
Tier E	7.1%	1.5	1.5	1.5	1.3	1.3
<i>Weekly Psychologist Hours</i>						
Tier A	12.5%	-	-	-	-	-
Tier B	6.7%	1.0	1.0	1.0	1.0	1.0
Tier C	4.2%	0.8	0.8	0.5	0.5	0.5
Tier D	8.3%	0.5	0.5	0.5	0.5	0.5
Tier E	7.1%	1.8	1.8	2.0	2.2	2.2

Vehicle Details

Vehicles assigned to the home		1.0	1.0	1.0	1.0	1.0
Average size of vehicle in terms of passengers		6.4	6.3	6.0	6.5	6.4
Purchase cost		\$43,929	\$46,456	\$52,000	\$43,309	\$46,032
Monthly lease cost		-	-	-	-	-
Annual mileage for agency-operated vehicles per home		2,253	1,916	1,000	2,452	2,097
Annual mileage for staff-owned vehicles per home		950	391	285	357	357

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Shared Living Arrangement

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	13					
Number of individuals receiving Shared Living Arrangement services	320					
<i>Provider Characteristics</i>						
Years agency has been supporting Shared Living arrangements		13	11	12	18	12
Number of contracted homes per agency		23	13	16	70	19
Number of individuals per home		1.1	1.1	1.0	1.1	1.1
<i>Recruitment, Certification, Placement, and Initial Training</i>						
Staff hours required to recruit, train, and certify a home		132	94	100	257	87
Number of days a home is certified, prior to an arrangement		95	75	90	166	65
Number of years a home contracts with provider agencies		7.6	7.6	8.5	6.3	6.3
<i>Monitoring, Training, and Supports for Subcontracted Family Homes</i>						
Caseload (number of individuals) per agency monitoring staff		12	10	10	15	14
Number of monitoring on-site contacts per home per year		38	15	15	46	19
Number of monitoring remote contacts per home per year		59	39	24	87	64
Miles driven per week per agency monitoring staff		631	152	50	912	313
Percentage of responding providers that provide formal, ongoing training to homes	85%					
Percentage of providers reporting training is delivered by staff who monitor the home	91%					
Number of annual training hours delivered to homes		21	14	12	17	8
Percentage of training hours that home providers receive in a group		34%	34%	30%	21%	21%
Number of participants in a group training session		3.3	3.3	3.5	4.5	4.5
Percentage of homes for which your agency regularly provides in-home staffing support		6%	0%	0%	1%	0%
Number of hours of agency-provided in-home staffing per home per week		12.0	12.0	12.0	12.0	12.0

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Shared Living Arrangement - Additional Details

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	13					
Number of individuals receiving Shared Living Arrangement services	340					

Provider Characteristics

Percentage of individuals receiving transportation to day programs from SLA provider	27%					
Average years participants lived in home - All Participants		6.5	6.2	6.3	6.9	6.6
Tier A		5.7	5.7	5.6	4.8	4.8
Tier B		6.3	6.0	6.4	6.3	6.0
Tier C		6.3	5.9	5.7	6.3	5.9
Tier D		7.1	7.3	7.8	9.8	10.0
Tier E		7.3	6.6	6.6	7.4	6.7
Average annual days absent - All Participants		54	19	0	41	15
Tier A		75	49	0	29	19
Tier B		44	12	0	42	11
Tier C		67	26	0	64	25
Tier D		52	28	1	23	14
Tier E		22	7	0	20	7

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Shared Living Arrangement - Additional Details

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Home Supports

Tier A - Total Individuals	23					
Monthly RN Hours		0.1	0.0	0.0	0.2	0.0
Monthly Psychologist Hours		0.4	0.2	0.0	0.4	0.2
Monthly Respite Hours		25.2	18.5	15.1	25.0	18.6
Tier B - Total Individuals	70					
Monthly RN Hours		0.0	0.0	0.0	0.0	0.0
Monthly Psychologist Hours		0.6	0.3	0.0	0.6	0.3
Monthly Respite Hours		28.1	26.7	17.3	27.8	26.4
Tier C - Total Individuals	130					
Monthly RN Hours		0.0	0.0	0.0	0.0	0.0
Monthly Psychologist Hours		0.3	0.2	0.0	0.3	0.2
Monthly Respite Hours		46.3	45.1	25.0	45.3	44.1
Tier D - Total Individuals	34					
Monthly RN Hours		0.5	0.0	0.0	0.5	0.0
Monthly Psychologist Hours		0.5	0.2	0.0	0.5	0.2
Monthly Respite Hours		70.7	55.9	55.0	69.1	54.6
Tier E - Total Individuals	69					
Monthly RN Hours		0.1	0.0	0.0	0.1	0.0
Monthly Psychologist Hours		0.7	0.5	0.0	0.7	0.5
Monthly Respite Hours		76.8	43.9	25.0	74.4	43.1

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Shared Living Arrangement - Additional Details

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Unknown Tier - Total Individuals	14					
Monthly RN Hours		0.0	0.0	0.0	0.0	0.0
Monthly Psychologist Hours		0.7	0.4	0.0	0.7	0.4
Monthly Respite Hours		35.4	28.3	22.5	35.4	28.3

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Community-Based Supports

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	23					
Number of individuals receiving Community-Based Supports	806					
<i>Agency Caseload</i>						
Number of Community-Based Support hours provided per week per individual		13.2	12.2	14.8	10.7	10.7
Number of Community-Based Support service encounters per week per DSP		7.7	7.4	5.5	8.7	7.9
Length - in hours - of a Community-Based Support service encounter		3.8	3.7	4.0	3.4	3.4
<i>Mileage (scaled to a 40-hour workweek)</i>						
Miles driven per week per DSP to travel between service encounters		24	13	15	14	11
Miles driven per week per DSP transporting individuals		42	36	37	73	49
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>						
Providing Community-Based Support services		28.7	31.0	36.7	33.7	34.0
Providing other billable services		6.3	5.4	0.0	1.8	1.6
Travel time between participants		2.1	1.7	1.3	3.0	2.9
Recordkeeping		1.3	1.0	0.9	0.7	0.7
'Employer time'		1.0	0.8	1.2	0.7	0.7
Other activities		0.6	0.1	0.0	0.1	0.0
Total		40.0	40.0	40.0	40.0	40.0

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Natural Supports - Standard

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	1					
Number of individuals receiving Natural Support services	20					
<i>Agency Caseload</i>						
Number of Natural Supports service encounters per week per DSP		10.0	10.0	10.0	10.0	10.0
Length - in hours - of a Natural Supports service encounter		1.0	1.0	1.0	1.0	1.0
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>						
Providing Community-Based Support services		10.0	10.0	10.0	10.0	10.0
Providing other billable services		30.0	30.0	30.0	30.0	30.0
Travel time between participants		0.0	0.0	0.0	0.0	0.0
Recordkeeping		0.0	0.0	0.0	0.0	0.0
'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
<i>Mileage (scaled to a 40-hour workweek)</i>						
Miles driven per week per DSP to travel between service encounters		-	-	-	-	-

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Respite

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	3					
Number of individuals receiving Respite services	132					

Agency Caseload

Number of Respite service encounters per week per DSP		4.8	4.8	2.3	4.4	4.4
Percentage of service encounters occurring in:						
The individual's family/own home		55.1%	55.1%	55.1%	79.3%	79.3%
Within the caregiver's home		42.4%	42.4%	42.4%	20.6%	20.6%
Site-based location (e.g., Day Program, SLA, Group Home "respite bed")		2.4%	2.4%	2.4%	0.1%	0.1%
Percentage of service encounters with durations of:						
4.00 Hours or less		30.0%	30.0%	30.0%	30.0%	30.0%
4.01 - 8.00 Hours		40.0%	40.0%	40.0%	40.0%	40.0%
8.01 Hours or more		30.0%	30.0%	30.0%	30.0%	30.0%

Staffing Pattern (scaled to a 40-hour workweek)

Providing Respite services		34.0	34.0	34.0	34.0	34.0
Providing other billable services		0.0	0.0	0.0	0.0	0.0
Travel time between participants		1.0	1.0	1.0	1.0	1.0
Recordkeeping		3.0	3.0	3.0	3.0	3.0
'Employer time'		2.0	2.0	2.0	2.0	2.0
Other activities		0.0	0.0	0.0	0.0	0.0
Total		40.0	40.0	40.0	40.0	40.0

Mileage (scaled to a 40-hour workweek)

Miles driven per week per DSP to travel between service encounters		-	-	-	-	-
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Overnight Shared Support

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	8					
Number of individuals receiving Overnight Shared Supports services	131					
<i>On-Call Staffing</i>						
Percent of responding providers requiring on-call staff to be physically present	75%					
Annual cost of on-call payments per individual served		\$12,297	\$12,297	\$12,422	\$10,160	\$10,160

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Day Program (Center and Community-Based)

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	18					
Number of individuals receiving Day Program services	1,324					

Agency Caseload

Number of individuals receiving Day Program services per site		13.8	10.1	5.5	35.2	17.4
Number of hours per week that a typical individual receives center-based services		12.8	12.2	10.0	15.4	15.1
Number of hours per week that a typical individual receives services in the community		26.0	27.7	30.0	20.3	26.1
Average number of individuals receiving Day Program services per staff:						
When providing Day Program services in the center/facility		2.6	2.3	2.0	2.7	2.6
When providing Day Program services in the community		2.3	1.9	2.0	2.3	2.2
Attendance rate for individuals receiving services		90%	92%	95%	89%	90%

Vehicles

Total # of agency-owned and -leased vehicles per reported site		3.8	2.4	2.0	8.3	4.2
Percent of vehicles per site that accommodate non-ambulatory individuals		61.6%	61.6%	50.0%	39.3%	39.3%
Weekly miles per site, per vehicle traveled on behalf of individuals		170.7	170.7	140.0	146.4	146.4
Percent of miles associated with transporting individuals to/from their homes		38.6%	38.6%	25.0%	50.7%	50.7%
Percent of miles associated with 'in-program' transportation		61.4%	61.4%	75.0%	49.3%	49.3%
Typical vehicle size (in terms of passengers)		6.5	6.4	7.0	6.5	6.0
Average useful life (in miles) of vehicles before disposal		133,636	128,438	130,000	145,129	144,181
Average purchase price of vehicles		\$27,815	\$25,416	\$28,000	\$25,118	\$24,775
Average monthly lease price of agency-leased vehicles		\$547	\$547	\$470	\$569	\$569
Mileage per year per individual used to transport individuals in staff-owned vehicles		188	86	33	202	179

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Day Program (Center and Community-Based)

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Facility Space Cost

Operating cost per square foot (including rent) per individual served	\$2.02	\$1.90	\$1.08	\$0.76	\$0.73
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Staffing Pattern (scaled to a 40-hour workweek)

Providing Day Program services	35.0	36.5	36.7	32.9	35.4
Providing other billable services	1.0	0.5	0.0	2.4	1.1
Transporting participants to/from program	1.1	0.9	0.6	2.3	1.7
Participating in ISP meetings	0.2	0.2	0.0	0.2	0.1
Recordkeeping	0.8	0.5	0.9	1.0	0.9
Employer time	1.2	1.0	1.2	0.6	0.5
Program development	0.1	0.0	0.0	0.0	0.0
Program preparation/ set-up/ clean-up	0.5	0.3	0.6	0.3	0.2
Other activities	0.1	0.0	0.0	0.2	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Home-Based Day Program

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	5					
Number of individuals receiving Home-Based Day Program services	181					

Agency Caseload

Number of individuals receiving Home-Based Day Program services by Tier						
Tier A	0					
Tier B	6					
Tier C	90					
Tier D	39					
Tier E	46					
Number of hours per week that a typical individual receives home-based services		22.3	22.3	24.0	14.2	14.2
Number of hours per week that a typical individual receives services in the community		15.0	15.0	18.0	11.6	11.6
Number of individuals receiving Day Program services per staff:						
When providing Day Program services in the home		1.5	1.5	1.5	1.6	1.6
When providing Day Program services in the community		1.2	1.1	1.0	1.3	1.1
Attendance rate for individuals receiving services		97%	97%	98%	97%	97%

Vehicles

Number of agency-owned and -leased vehicles per reported site		2.1	1.5	2.0	1.5	1.5
Number that accommodate non-ambulatory individuals		85.0%	85.0%	100.0%	87.5%	87.5%
Average number of miles per vehicle per week		294.3	294.3	253.8	328.2	328.2
Typical vehicle size (in terms of passengers)		8.7	8.7	8.0	8.9	8.9
Useful life (in miles) of vehicles before disposal		108,889	106,875	105,000	107,682	105,000
Purchase price of agency-owned vehicles		\$41,180	\$45,078	\$50,800	\$45,025	\$45,025
Monthly lease price of agency-leased vehicles		\$756	\$756	\$880	\$797	\$797
Mileage per year per individual used to transport individuals in staff-owned vehicles		456	456	211	456	456

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Home-Based Day Program

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

Providing Home-Based Day Program services	30.0	30.0	37.5	37.2	37.2
Providing other billable services	8.7	8.7	1.4	1.3	1.3
Participating in ISP meetings	0.4	0.4	0.6	0.3	0.3
Recordkeeping	0.5	0.5	0.6	0.5	0.5
Employer time	0.2	0.2	0.0	0.3	0.3
Program development	0.0	0.0	0.0	0.0	0.0
Program preparation/ set-up/ clean-up	0.2	0.2	0.0	0.3	0.3
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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Professional Services

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	19					
Number of individuals receiving Professional services	1,807					
<i>Agency Caseload</i>						
Number of service encounters per week per professional staff		14.9	14.9	12.0	21.2	21.2
Length - in hours - of a service encounter		1.1	1.1	1.0	1.0	1.0
<i>Mileage (scaled to a 40-hour workweek)</i>						
Miles driven per week per Professional Staff to travel between service encounters		50.9	38.8	38.8	70.8	59.0
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>						
Providing Professional services		15.3	16.8	23.9	19.8	20.6
Providing other billable services		7.3	6.3	0.7	5.7	5.7
Performing 'collateral contacts		4.1	4.5	3.5	3.0	3.2
Participating in ISP meetings, functional assessment meetings or plan development		2.3	2.5	2.2	2.2	2.3
Developing a support plan on behalf of individuals		2.8	2.5	3.3	2.7	2.4
Providing consultation or training on how to implement support plan		2.1	2.4	2.0	1.9	1.9
Travel time between participants		1.9	1.6	1.5	2.1	1.9
Time lost to missed appointments		0.6	0.3	0.0	0.2	0.2
Recordkeeping		2.6	2.4	1.6	1.5	1.1
'Employer time'		0.9	0.8	1.3	0.7	0.5
Other activities		0.2	0.0	0.0	0.1	0.1
Total		40.0	40.0	40.0	40.0	40.0

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Transportation Services

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	21					
Number of individuals receiving Transportation services	1,740					
Percentage of individuals requiring lift-equipped transportation services (for non-ambulatory supports)	12.6%					

Agency Caseload and Service Design

Number of one-way routes completed per vehicle per week		16	14	11	20	15
Time (in hours) to complete a one-way route (i.e., time from first pick-up to final drop-off)		1.2	1.2	1.0	1.2	1.3
Number of individuals transported on a one-way route		3.1	3.1	3.0	3.2	3.2
Percentage of one-way routes transporting:						
1 Individual		31.3%	28.9%	37.5%	34.1%	32.4%
2 Individuals		25.2%	26.7%	35.7%	26.1%	29.5%
3 Individuals		16.2%	15.7%	17.9%	12.7%	14.5%
4 Individuals		10.9%	10.0%	8.9%	8.9%	8.7%
5 Individuals		6.2%	4.9%	0.0%	8.9%	4.2%
6 (or more) Individuals		10.3%	13.8%	0.0%	9.3%	10.6%
Percentage of one-way trips utilizing a Transportation Assistant		10.4%	6.5%	0.0%	10.9%	5.4%
Mileage traveled per vehicle per week		263	234	250	189	188

Vehicles

Number of vehicles owned/leased and used to provide Non-Medical Transportation services		21	15	16	34	23
Number of vehicles that are modified to accommodate non-ambulatory svcs		8	5	6	12	6
Useful life (in miles) of vehicles before disposal		158,529	149,688	150,000	151,947	145,527
Typical vehicle size (in terms of passengers)		7	7	6	8	7
Purchase price of agency-owned vehicles		\$36,860	\$39,093	\$40,000	\$31,359	\$34,799
Monthly lease price of agency-leased vehicles		\$565	\$565	\$510	\$540	\$540
Monthly mileage reimbursement for staff-owned vehicles per individual served		\$42	\$42	\$31	\$35	\$35

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Transportation Services

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

Providing Transportation services (with an individual in the vehicle)	14.6	15.0	12.3	13.4	13.9
Providing other billable services	22.0	22.6	26.1	22.9	23.7
Travel time between individuals	1.6	1.6	1.0	1.8	1.9
Employer time	0.9	0.6	0.5	0.5	0.5
Other activities	0.9	0.1	0.0	1.4	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Job Assessment and Development

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	15					
Number of individuals receiving Job Assessment and Development services	401					
Number of individuals who received an employment assessment in the reported year	159					
Number of individuals served who were placed in employment in the reported year	69					

Agency Caseload and Service Design

Number of staff hours to complete an assessment	21	16	7	11	6
Of the individuals placed in employment, percentage that retained the job for at least 60 days	76%	83%	100%	82%	82%
Number of staff hours to successfully place an individual	55	44	40	79	75
Percentage of individuals who received Job Assessment and Development services, but did not obtain employment in the reported fiscal year	40%	40%	31%	28%	28%
For individuals who received Job Assessment and Development services but did not obtain employment, average number of staff hours invested	64	64	40	98	98

Mileage (scaled to a 40-hour workweek)

Miles driven per week per DSP to travel between service encounters	169.0	138.2	151.0	138.5	120.9
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Staffing Pattern (scaled to a 40-hour workweek)

Providing direct, face-to-face Job Assessment and Development services	16.5	19.3	19.4	17.9	18.4
Providing other billable services	6.2	4.7	5.1	5.7	5.9
Working on assessment without the individual present	2.4	2.8	2.9	1.5	1.5
Performing 'collateral contacts'	3.7	3.5	3.5	1.7	1.6
Performing general Job Assessment and Development activities that are not participant-	2.9	2.6	2.3	3.5	3.6
Participating in ISP meetings	0.9	0.9	1.1	1.0	1.0
Travel time between participants	2.1	1.7	1.7	2.9	2.9
Recordkeeping	1.8	2.1	2.3	2.3	2.4
Employer time	1.4	1.4	1.1	2.0	1.9
Time lost to missed appointments	0.7	0.6	0.4	1.0	0.9
Other activities	1.3	0.5	0.0	0.6	0.0
Total	40.0	40.0	40.0	40.0	40.0

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Job Coaching (Including Job Retention)

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	18					
Number of individuals receiving Job Coaching services	300					
Number of individuals who received Job Retention services from responding providers	227					

Agency Caseload and Service Design

Proportion of service hours delivered at the following staffing ratios:						
Provided as individual service (1:1 ratio)	71.9%	87.5%	100.0%	40.0%	67.6%	
Provided as a group service for 2 individuals (1:2 ratio)	11.1%	6.5%	0.0%	32.6%	15.6%	
Provided as a group service for 3 individuals (1:3 ratio)	7.4%	6.0%	0.0%	16.0%	16.7%	
Provided as a group service for 4 individuals (1:4 ratio)	0.0%	0.0%	0.0%	0.0%	0.0%	
Provided as a group service for 5 individuals (1:5 ratio)	5.9%	0.0%	0.0%	7.8%	0.0%	
Provided as a group service for 6 individuals (1:6 ratio)	3.6%	0.0%	0.0%	3.6%	0.0%	
Caseload per job coach (per full-time equivalent position)	6.4	4.9	4.0	4.6	3.7	
Number of hours worked per week for individuals receiving Job Coaching services	13.3	12.3	12.0	13.3	13.0	
Hours of Job Coaching support per week, per individual	10.3	9.2	10.0	11.6	10.4	
Hourly wage for individuals receiving Job Coaching services	\$12.80	\$12.61	\$12.63	\$13.46	\$13.07	
Number of hours of direct support for job retention, by Tier						
Tier A	6.1	4.4	3.5	10.7	8.2	
Tier B	6.3	4.5	3.0	11.1	6.8	
Tier C	5.0	4.0	4.0	6.6	4.2	
Tier D	3.0	3.0	3.0	3.0	3.0	
Tier E	3.7	3.7	2.0	7.2	7.2	

Mileage (scaled to a 40-hour workweek)

Miles driven per week per DSP to travel between service encounters	41.6	41.6	25.0	52.0	52.0
Miles driven per week per DSP transporting individuals	78.8	29.5	25.0	92.9	39.0

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Job Coaching (Including Job Retention)

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

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Providing billable Job Coaching services	19.0	21.8	25.1	23.8	24.6
Providing other billable services	7.9	7.4	6.7	5.7	5.8
Performing 'collateral contacts'	1.7	1.5	1.4	1.2	1.0
Participating in ISP meetings	0.8	0.7	0.6	0.6	0.3
Travel time between individuals guessed	2.5	2.9	2.9	3.5	3.6
Recordkeeping	2.3	2.2	1.6	2.8	2.7
Employer time	1.2	1.2	1.3	1.6	1.3
Time lost to missed appointments	0.6	0.5	0.3	0.3	0.3
Other activities	3.9	1.8	0.0	0.4	0.4
Total	40.0	40.0	40.0	40.0	40.0

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Prevocational Training

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	7					
Number of individuals receiving Prevocational Training services	146					

Agency Caseload and Service Design

Number of individuals receiving Prevocational Training Services by Tier						
Tier A	24					
Tier B	47					
Tier C	69					
Tier D	11					
Tier E	21					
Number of hours per week that a typical individual receives center-based services		10.3	10.3	8.0	15.6	15.6
Number of hours per week that a typical individual receives services in the community		7.8	5.3	6.8	6.6	6.6
Average number of individuals receiving Prevocational Training Services per staff:						
When providing Prevocational Training services in the center/facility		3.8	3.8	2.0	2.1	2.1
When providing Prevocational Training services in the community		4.5	4.5	2.0	2.9	2.9
Attendance rate for individuals receiving services		88.5%	88.5%	87.5%	88.6%	88.6%

Vehicles

Total # of agency-owned and -leased vehicles per reported site		9.5	9.5	9.5	15.0	15.0
Percent of vehicles that accommodate non-ambulatory individuals		20%	20%	20%	40%	40%
Number of miles per vehicle per week		181.1	181.1	181.1	146.2	146.2
Percent of miles associated with transporting individuals to/from their homes		59.5%	59.5%	59.5%	80.0%	80.0%
Percent of miles associated with 'in-program' transportation		40.5%	40.5%	40.5%	20.0%	20.0%
Typical vehicle size (in terms of passengers)		6.5	6.5	6.5	6.0	6.0
Useful life (in miles) of vehicles before disposal		250,000	250,000	250,000	200,000	200,000
Purchase price of agency-owned vehicles		\$34,000	\$34,000	\$34,000	\$40,000	\$40,000
Monthly lease price of agency-leased vehicles		\$275	\$275	\$275	\$550	\$550
Mileage per year per individual used to transport individuals in staff-owned vehicles		384	384	45	253	253

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Prevocational Training

Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
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Facility Space Cost

Operating cost per square foot (including rent) per individual served	\$8.53	\$8.53	\$0.36	\$22.03	\$22.03
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Staffing Pattern (scaled to a 40-hour workweek)

Providing Prevocational Training services	10.5	10.6	18.5	7.0	7.1
Providing other direct (face-to-face) services	13.6	13.7	13.5	26.7	26.9
Transporting participants to/from program	0.3	0.0	0.0	0.2	0.0
Participating in ISP meetings	0.4	0.4	0.0	0.2	0.2
Recordkeeping	1.2	1.2	4.3	1.8	1.8
Employer time	0.5	0.5	0.0	0.3	0.3
Program development	5.6	5.7	3.7	1.0	1.0
Program preparation/ set-up/ clean-up	1.4	1.4	0.0	0.4	0.4
Other activities	6.4	6.5	0.0	2.5	2.5
Total	40.0	40.0	40.0	40.0	40.0