

Provider Rate Study for Day Health Services  
MaineCare Section 26

Provider Survey Analysis

- prepared for -

Maine Department of Health and Human Services

- prepared by -

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**Survey Participation**

<b>Response Rate by Provider with FY2021 Claims<sup>1</sup></b>			<b>Response Rate by Paid Claims</b>		
<b>Count</b>	<b>Respondents</b>	<b>Response Rate</b>	<b>Total FY2021 Claims</b>	<b>Claims with Response</b>	<b>Response Rate</b>
9	4	44.4%	\$44,372,235	\$24,698,965	55.7%

<sup>1</sup> One additional survey was received from a provider that did not have FY2021 claims for Day Health services, so the total count of respondents is 5.

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**Wages for Direct Care Workers**

	Respond- ents	All Employees						Excluding Supervisors					
		Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd w/ otl.	Wghtd w/o otl.	Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd w/ otl.	Wghtd w/o otl.
Direct Support Workers	3	2,420	\$17.00	\$17.00	\$17.00	\$17.09	\$17.09	825	\$16.03	\$16.03	\$16.03	\$16.03	\$16.03
Cert. Nursing Assistants	1	8,424	\$20.53	\$20.53	\$20.53	\$20.53	\$20.53	8,424	\$20.53	\$20.53	\$20.53	\$20.53	\$20.53
Cert. Residential Med. Aides	1	6,759	\$17.42	\$17.42	\$17.42	\$17.21	\$17.21	3,819	\$15.78	\$15.78	\$15.78	\$15.78	\$15.78
Registered Nurses	2	644	\$27.85	\$27.85	\$27.85	\$30.18	\$30.18	59	\$25.00	\$25.00	\$25.00	\$25.00	\$25.00
Other Staff	1	1,780	\$19.30	\$19.30	\$19.30	\$19.30	\$19.30	0					

<sup>1</sup>Weighted averages are weighted by reported direct care worker hours.

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**Annual Turnover Rates and Vacancy Rates for Direct Care Workers**

Respond- ents	Turnover Rates					Vacancy Rates					
	Average	Average	Median	Wghtd	Wghtd	Average	Average	Median	Wghtd	Wghtd	
	w/ otl.	w/o otl.		Avg. <sup>1</sup> w/ otl.	Avg. <sup>1</sup> w/o otl.	w/ otl.	w/o otl.		Avg. <sup>1</sup> w/ otl.	Avg. <sup>1</sup> w/o otl.	
Direct Support Workers	2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Registered Nurses	2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Certified Nursing Assistants	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Cert. Residential Med. Aides	2	34%	34%	34%	38%	38%	9%	9%	9%	10%	10%
Other Staff	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

<sup>1</sup>Weighted averages are weighted using reported direct care 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 Reported Turnover					
	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers <sup>1</sup>	Avg. w/ Outliers <sup>1</sup>	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers <sup>1</sup>	Avg. w/ Outliers <sup>1</sup>	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers <sup>1</sup>	Avg. w/ Outliers <sup>1</sup>	Average w/ Outliers
Direct Support Workers	1	9	9	9	9	9	1	9	9	9	9	9	9	9	9	9	9	9
Registered Nurses	2	16	16	16	23	23	2	13	13	13	19	19	13	13	13	19	19	19
Certified Nursing Assistants	1	25	25	25	25	25	1	20	20	20	20	20	20	20	20	20	20	20
Cert. Residential Med. Aides	2	40	40	40	37	37	2	16	16	16	15	15	25	25	25	24	24	24
Other Staff	1	60	60	60	60	60	1	20	20	20	20	20	20	20	20	20	20	20

<sup>1</sup>Weighted averages are weighted using reported direct care hours.

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**Benefits for Direct Care Workers**

	Full-Time	Part-Time
<b># of Responding Providers</b>	4	4
<b># of Reported Staff</b>	17	22

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

<b>Holidays</b>	4	2	50%	100%	100%	100%	100%	100%	100%							12.5	12.5	12.5	12.9	12.9	12.9
<b>Paid Time Off</b>	4	4	100%	100%	100%	100%	100%	100%	100%							18.8	18.8	18.5	20.4	20.4	20.4
<b>Health Insurance</b>	4	4	100%	100%	92%	92%	100%	93%	93%	46%	46%	50%	62%	62%		\$658	\$658	\$638	\$773	\$773	\$479
<b>Retirement</b>	4	3	75%	65%	100%	100%	100%	100%	100%	58%	58%	75%	83%	83%		5.4%	5.4%	4.0%	7.5%	7.5%	4.0%
<b>Other Benefits</b>	4	2	50%	29%	100%	100%	100%	100%	100%	88%	88%	88%	81%	81%		\$75	\$75	\$75	\$106	\$106	\$25

**Part-Time**

<b>Holidays</b>	4	3	75%	18%	100%	100%	100%	100%	100%							12.7	12.7	13.0	12.9	12.9	2.3
<b>Paid Time Off</b>	4	4	100%	100%	100%	100%	100%	100%	100%							9.0	9.0	9.0	11.2	11.2	11.2
<b>Health Insurance</b>	4	1	25%	5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
<b>Retirement</b>	4	1	25%	5%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		10.3%	10.3%	10.3%	10.3%	10.3%	0.5%
<b>Other Benefits</b>	4	1	25%	9%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		\$16	\$16	\$16	\$16	\$16	\$1

<b>Worker's Compensation (amount per \$100 wages)</b>																\$2.23	\$2.23	\$3.29	\$2.55	\$2.69	
<b>State Unemployment Insurance Tax Rate</b>																1.48%	1.48%	1.79%	1.83%	1.83%	

<sup>1</sup>Weighted averages are weighted using total direct care hours reported by providers.

<sup>2</sup>Holidays and paid time off are annual amounts; health insurance and other benefits are monthly amounts. Retirement benefits are a percentage of total wages.

<sup>3</sup>Effective 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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**Day Health Program Details and Productivity**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/ Outliers
Responding providers	5					
Number of individuals receiving Day Health services	61					
<b><i>Service Hours and Staffing</i></b>						
Number of individuals receiving Day Health services per site		12.3	12.3	6.0	12.5	12.5
Proportion of individuals at the following levels per site:						
Level 1		43%	43%	54%	37%	37%
Level 2		25%	25%	13%	33%	33%
Level 3		32%	32%	33%	30%	30%
Number of hours per week individuals receive Day Health services per site:						
Level 1		13.2	13.2	14.8	14.8	14.8
Level 2		17.3	17.3	16.0	18.6	18.6
Level 3		32.7	32.7	40.0	35.1	35.1
Attendance rate for individuals receiving services		72%	72%	90%	70%	70%
Staffing ratio (number of staff hours needed per 100 hours of participant service):						
Registered Nurse		3.6	3.6	2.3	4.3	4.3
Social Worker		0.5	0.5	0.5	0.5	0.5
Program/ Clinical Coordinator		33.8	33.8	41.7	25.1	25.1
Frontline staff ratio (DSP/ Rec. Assistants/ CNAs/ CRMAs) - (hours of attendance per participant per hour of service needed from frontline staff)		3.0	3.0	2.1	2.6	2.6
<b><i>Operating Days/ Hours per Week, Space Costs, and Square Footage per Individual</i></b>						
Number of days per week sites are open to provide services		4.4	4.4	5.0	4.7	4.7
Number of hours per week sites are open to provide services		32.8	32.8	40.0	39.7	39.7
Operating cost per square foot		\$8.26	\$8.26	\$2.79	\$6.25	\$6.25
Square footage of direct care program space per participant		250.6	200.5	228.7	156.4	156.4

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**Day Health Program Details and Productivity**

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 Day Health services	29.0	29.7	31.0	30.1	31.5
Providing other billable services	1.0	0.0	0.0	1.8	0.0
Participating in planning meetings	1.0	1.0	0.3	1.2	1.2
Recordkeeping	2.8	2.9	2.3	2.0	2.1
Employer time	1.2	1.2	1.1	1.1	1.1
Program preparation/ set-up/ clean-up	5.0	5.2	5.3	3.8	4.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>



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**Administration and Program Support Costs**

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

<b>Count of Providers</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>
Median Rate	73.9%	13.8%	62.4%	22.7%
Weighted Average Rate	45.5%	13.8%	56.4%	24.4%

Program Revenues	\$547,767	\$420,489	\$547,767	\$261,931
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*Detail by Expenditure Category*

Salaries	\$120,608	\$21,814	\$160,447	\$47,135
Payroll Taxes and Benefits	\$41,024	\$7,846	\$42,330	\$5,610
<b>Subtotal - Staffing Costs</b>	<b>\$161,631</b>	<b>\$29,660</b>	<b>\$202,777</b>	<b>\$52,746</b>
<b>Benefits Rate</b>	<b>34.0%</b>	<b>36.0%</b>	<b>26.4%</b>	<b>11.9%</b>

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	<b>Admin. (All Respondents)</b>	<b>Admin. (Respondents &lt;50%)</b>	<b>Prog. Support (All Respondents)</b>	<b>Prog. Support (Respondents &lt;50%)</b>
<i>Other Operating Costs</i>				
Day Health facility rent/mortgage/depreciation	\$11,417	\$0	\$2,991	\$525
Day Health facility maintenance/janitorial/landscaping	\$1,834	\$0	\$7,782	\$327
Day Health facility utilities/telecommunications/etc.	\$4,409	\$378	\$3,119	\$447
Other facility rent/mortgage/depreciation	\$22,911	\$0	\$7,864	\$0
Other facility maintenance/janitorial/landscaping	\$3,927	\$0	\$13,763	\$0
Other facility utilities/telecommunications/etc.	\$891	\$0	\$5,063	\$0
Office equipment and furniture	\$258	\$0	\$3,864	\$1,053
Interest expense (non-mortgage and non-vehicle)	\$0	\$0	\$339	\$339
Taxes (exclude payroll taxes and personal income taxes)	\$13,208	\$8,737	\$0	\$0
Licensing/certification/accreditation Fees	\$110	\$0	\$290	\$0
Hiring expenses (e.g., advertising; exclude staff costs)	\$0	\$0	\$448	\$448
Insurance (exclude vehicle insurance and staff benefits)	\$0	\$0	\$3,037	\$1,784
Information technology expense (e.g. computers, software, and access fees)	\$250	\$0	\$4,934	\$2,654
Office supplies	\$519	\$0	\$3,724	\$779
Program supplies	\$0	\$0	\$42,257	\$1,355
Advertising	\$0	\$0	\$304	\$0
Dues and Subscriptions	\$285	\$0	\$444	\$104
Training expense (e.g., fees and materials; exclude staff costs)	\$0	\$0	\$1,902	\$0
Administrative consulting - legal/accounting/etc.	\$2,639	\$775	\$0	\$0
Agency owned/leased vehicle expenses	\$0	\$0	\$0	\$0
Reimbursement for use of staff personal vehicles	\$0	\$0	\$1,015	\$415
Other travel expenses (e.g. airfare, lodging, per diem, etc.)	\$0	\$0	\$491	\$0
Allocated corporate office overhead	\$24,892	\$18,395	\$0	\$0
Other	\$138	\$0	\$2,345	\$1,037
<b>Subtotal - Other Operating Costs</b>	<b>\$87,688</b>	<b>\$28,284</b>	<b>\$105,974</b>	<b>\$11,267</b>
<b>Grand Total</b>	<b>\$249,320</b>	<b>\$57,944</b>	<b>\$308,751</b>	<b>\$64,013</b>