

NOW and COMP Waiver Rate Study

## Provider Survey Analysis

- prepared for -

Georgia Department of Behavioral Health and Developmental Disabilities

- prepared by -

Burns & Associates, a Division of Health Management Associates  
3030 North 3rd Street, Suite 200  
Phoenix, Arizona 85012  
(602) 241-8520

<https://www.healthmanagement.com/about/burns-associates/>

December 12, 2022

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Table of Contents**

<b>Survey Participation</b> .....	1
<b>Administration and Program Support Costs</b> .....	2
<b>Direct Support Staff Wages, Training, and Turnover</b>	
Direct Care Worker Wages by Service Detail.....	4
Direct Care Worker Turnover.....	6
Direct Care Worker Training.....	7
<b>Direct Support Staff Benefits</b> .....	8
<b>Productivity and Other Factors</b>	
Community Residential Alternative - Group Homes.....	9
Community Residential Alternative - Group Home Details.....	10
Community Residential Alternative - Host Homes.....	12
Community Residential Alternative - Host Home Details.....	13
Support Coordination - Standard.....	14
Support Coordination - Intensive.....	15
Community Living Support Services.....	16
Respite.....	17
Community Access-Individual.....	18
Community Access-Group services.....	19
Prevocational Services.....	21
Supported Employment-Group.....	23
Supported Employment and Individual services (Job Development).....	25
Supported Employment and Individual services (Job Coaching).....	26
Transportation Services.....	27
Skilled Nursing - Registered Nurse.....	29
Skilled Nursing - Licensed Practical Nurse.....	30
Behavioral Support Level I Services.....	31
Behavioral Support Level II Services.....	33

**NOW and COMP Waiver Rate Study**  
**Provider Survey Analysis**  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities

**Survey Participation**

	Response Rate by Provider with FY2021 Claims			Response Rate by Amount Paid in FY2021 Claims		
	Count	Respondents	Response Rate	Total FY2021 Claims	Claims with Response	Response Rate
<b>Totals</b>	<b>400</b>	<b>61</b>	<b>15%</b>	<b>\$625,856,246</b>	<b>\$251,039,303</b>	<b>40%</b>
Community Residential Alternative - Group Home	224	32	14%	\$254,402,849	\$98,979,421	39%
Community Access - Group	208	43	21%	\$77,366,686	\$31,367,331	41%
Community Living Support	169	37	22%	\$75,854,282	\$20,393,318	27%
Community Residential Alternative - Host Home	95	24	25%	\$67,073,399	\$34,512,553	51%
Additional Staffing	179	35	20%	\$52,507,470	\$17,850,250	34%
Therapy Services	5	0	0%	\$12,200	\$0	0%
Nursing Services, RN	125	27	22%	\$2,086,619	\$864,341	41%
Nursing Services, LPN	93	16	17%	\$45,098,790	\$11,162,237	25%
Support Coordination	7	6	86%	\$34,236,727	\$29,050,117	85%
Community Access - Individual	157	38	24%	\$8,299,759	\$2,576,197	31%
Prevocational Services	47	16	34%	\$5,432,208	\$2,293,076	42%
Support Employment Individual	67	30	45%	\$1,472,719	\$1,027,243	70%
Support Employment Group	43	17	40%	\$1,268,974	\$810,827	64%
Respite	43	8	19%	\$557,427	\$141,027	25%
Behavioral Support	28	9	32%	\$171,232	\$9,893	6%
Transportation	3	1	33%	\$14,905	\$1,472	10%

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Administration and Program Support Costs**

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

*Summary*

<b>Count of Providers</b>	<b>40</b>	<b>38</b>	<b>43</b>	<b>40</b>
Median Rate	17.4%	16.0%	16.2%	15.0%
Weighted Average Rate	12.7%	12.5%	11.9%	11.5%

Program Revenues	\$239,299,746	\$237,828,104	\$252,107,431	\$250,289,810
------------------	---------------	---------------	---------------	---------------

**Staffing Costs**

Wages	\$14,446,127	\$14,109,112	\$14,850,236	\$14,359,434
Payroll Taxes and Benefits	\$4,557,849	\$4,441,464	\$4,043,778	\$3,991,887
<b>Subtotal - Staffing Costs</b>	<b>\$19,003,976</b>	<b>\$18,550,576</b>	<b>\$18,894,015</b>	<b>\$18,351,321</b>
<b>Benefits Rate</b>	<b>31.6%</b>	<b>31.5%</b>	<b>27.2%</b>	<b>27.8%</b>

**NOW and COMP Waiver Rate Study  
Provider Survey Analysis  
prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Administration and Program Support Costs**

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

***Other Operating Costs***

Facility Rent/Mortgage/Depreciation <sup>1</sup>	\$1,606,658	\$1,601,378	\$914,356	\$910,757
Facility Janitorial/Landscaping/Repairs/Etc. <sup>1</sup>	\$383,447	\$382,299	\$481,360	\$431,894
Utilities/Telecommunications/Etc. <sup>1</sup>	\$979,557	\$973,892	\$873,650	\$743,742
Facility Rent/Mortgage/Depreciation <sup>2</sup>	\$0	\$0	\$27,164	\$27,164
Facility Janitorial/Landscaping/Repairs/Etc. <sup>2</sup>	\$0	\$0	\$3,228	\$3,228
Utilities/Telecommunications/Etc. <sup>2</sup>	\$0	\$0	\$12,918	\$12,918
Travel: Agency Vehicles	\$296,663	\$296,663	\$467,791	\$346,943
Travel: Staff Reimbursement for Use of Personal Vehicles	\$48,403	\$48,403	\$136,413	\$136,413
Travel: Air, Lodging, Per Diem	\$57,503	\$57,503	\$119,582	\$117,345
Office Equipment and Furniture	\$163,609	\$163,609	\$421,000	\$405,958
Depreciation (excludes facility and vehicles)	\$624,744	\$355,446	\$267,308	\$243,699
Interest Expense (excludes mortgage)	\$58,648	\$58,611	\$96,985	\$96,985
Taxes (excludes payroll taxes and personal income taxes) i	\$221,150	\$221,150	\$17,132	\$15,692
Licensing/Certification/Accreditation Fees	\$256,493	\$256,493	\$245,021	\$223,828
Hiring Expenses (e.g., advertising; exclude staff costs)	\$331,664	\$331,664	\$277,130	\$272,925
Training Expense (e.g., fees and materials; exclude staff costs)	\$112,096	\$110,300	\$241,608	\$229,299
Insurance (excludes health, dental, workers' comp, auto insuranc	\$1,738,637	\$1,728,057	\$798,341	\$674,939
Information Technology Expense (e.g., computers and software)	\$832,244	\$830,744	\$1,382,979	\$1,333,588
Office Supplies	\$798,936	\$795,186	\$871,053	\$839,539
Advertising	\$42,303	\$42,303	\$33,317	\$31,345
Dues and Subscriptions	\$150,453	\$149,272	\$154,308	\$134,131
Consulting - Legal/Accounting/Etc.	\$875,310	\$869,865	\$225,489	\$190,035
Allocated Corporate Office Overhead	\$1,497,818	\$1,432,864	\$1,466,403	\$1,466,253
Other	\$387,111	\$387,111	\$1,626,792	\$1,596,241
<b>Subtotal - Other Operating Costs</b>	<b>\$11,463,449</b>	<b>\$11,092,815</b>	<b>\$11,161,326</b>	<b>\$10,484,862</b>
<b>Grand Total</b>	<b>\$30,467,425</b>	<b>\$29,643,391</b>	<b>\$30,055,341</b>	<b>\$28,836,183</b>

<sup>1</sup> Excludes residential settings

<sup>2</sup> Residential settings only

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Wages for Direct Care Workers**

Survey Count	Reported Hours	All Employees					Employees Excluding Supervisors						
		Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	Reported Hours	Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	
Support Coordination	9	1,035,312	\$22.92	\$20.83	\$21.18	\$19.36	\$19.32	991,478	\$20.51	\$19.66	\$20.51	\$19.17	\$19.17
Comm. Res. Alternative - Group Home	27	3,316,861	\$28.44	\$15.14	\$14.74	\$14.00	\$14.21	2,891,028	\$28.94	\$15.12	\$14.47	\$13.52	\$13.64
CRA - Host Home (Trainers/ Supervisors)	11	83,015	\$22.32	\$22.32	\$20.93	\$20.34	\$20.34	53,150	\$20.54	\$20.54	\$20.82	\$18.71	\$18.71
Community Living Support	24	882,437	\$14.39	\$14.37	\$14.56	\$14.02	\$14.04	808,133	\$13.80	\$14.05	\$13.97	\$13.87	\$13.91
Respite	4	12,077	\$19.18	\$19.18	\$15.60	\$13.56	\$13.56	11,765	\$14.52	\$14.52	\$14.27	\$13.04	\$13.04
Community Access-Individual	25	220,839	\$24.92	\$14.28	\$14.72	\$17.99	\$13.67	196,314	\$13.41	\$13.41	\$13.48	\$13.18	\$13.18
Community Access-Group	33	793,089	\$14.45	\$14.27	\$14.59	\$14.66	\$14.88	707,794	\$13.99	\$13.65	\$14.03	\$14.08	\$14.18
Prevocational Services	11	60,890	\$15.54	\$14.74	\$14.68	\$16.74	\$15.74	50,803	\$14.68	\$14.68	\$14.21	\$15.37	\$15.37
Job Development	16	141,846	\$17.20	\$16.62	\$17.00	\$15.33	\$15.23	136,945	\$16.25	\$16.70	\$16.95	\$14.88	\$15.04
Job Coaching	20	158,354	\$16.76	\$16.76	\$16.23	\$15.39	\$15.49	150,426	\$15.82	\$15.82	\$16.18	\$14.86	\$14.96
Supported Employment, Group	11	127,574	\$15.20	\$15.20	\$16.22	\$14.89	\$14.89	127,386	\$14.96	\$14.96	\$14.81	\$14.89	\$14.89
Transportation	10	217,105	\$13.20	\$12.74	\$12.64	\$12.78	\$12.65	198,375	\$12.95	\$12.52	\$12.28	\$12.47	\$12.36
Adult Therapy (OT, PT, SLP)	0	0						0					
Behavioral Support Services, Level I	4	72,543	\$16.98	\$16.98	\$15.27	\$14.23	\$14.33	72,402	\$17.39	\$17.39	\$14.81	\$14.23	\$14.33
Behavioral Support Services, Level II	5	21,221	\$28.66	\$28.66	\$24.66	\$15.75	\$16.15	21,013	\$25.39	\$25.39	\$22.58	\$15.49	\$15.89
Nursing Services, Registered Nurse	14	127,041	\$29.23	\$29.23	\$30.50	\$22.78	\$23.16	107,372	\$27.21	\$27.21	\$30.50	\$20.91	\$20.91
Nursing Services, Licensed Practical	12	333,950	\$21.15	\$21.15	\$22.13	\$21.51	\$21.65	331,870	\$21.15	\$21.15	\$22.11	\$21.50	\$21.65

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

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Wages for Direct Care Contractors**

Survey Count	Reported Hours	All Contractors					
		Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. <sup>1</sup> w/ otl.	Wghtd Avg. <sup>1</sup> w/o otl.	
Support Coordination	0	0					
Comm. Res. Alternative - Group	8	317,430	\$19.34	\$19.34	\$16.39	\$18.21	\$18.21
CRA - Host Home (Trainers/	1	2,496	\$15.38	\$15.38	\$15.38	\$15.38	\$15.38
Community Living Support	4	23,391	\$15.81	\$15.81	\$16.57	\$17.21	\$17.21
Respite	0	0					
Community Access-Individual	2	7,197	\$18.96	\$18.96	\$18.96	\$25.12	\$25.12
Community Access-Group	2	11,653	\$15.07	\$15.07	\$15.07	\$16.78	\$16.78
Prevocational Services	1	1,467	\$17.31	\$17.31	\$17.31	\$17.31	\$17.31
Job Development	2	218	\$21.04	\$21.04	\$21.04	\$24.12	\$24.12
Job Coaching	2	1,826	\$19.12	\$19.12	\$19.12	\$20.72	\$20.72
Supported Employment, Group	3	3,491	\$19.96	\$19.96	\$17.81	\$18.21	\$18.21
Transportation	1	433	\$13.54	\$13.54	\$13.54	\$13.54	\$13.54
Adult Therapy (OT, PT, SLP)	0	0					
Behavioral Support Services,	1	186	\$25.42	\$25.42	\$25.42	\$25.42	\$25.42
Behavioral Support Services,	1	24	\$35.74	\$35.74	\$35.74	\$35.74	\$35.74
Nursing Services, Registered	3	3,309	\$36.07	\$36.07	\$35.00	\$38.51	\$38.51
Nursing Services, Licensed	4	8,994	\$28.42	\$28.42	\$30.35	\$31.28	\$31.28

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

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Annual Turnover Rates for Direct Care Workers**

	Survey Count	Average	Average	Median	Wghtd	Wghtd
		w/ otl.	w/o otl.		Avg. <sup>1</sup> w/ otl.	Avg. <sup>1</sup> w/o otl.
Support Coordination	7	23%	23%	19%	15%	15%
Comm. Res. Alternative - Group Home	18	36%	34%	38%	56%	42%
CRA - Host Home (Trainers/ Supervisors)	6	26%	26%	21%	23%	23%
Community Living Support	15	37%	37%	36%	42%	42%
Respite	2	28%	28%	28%	46%	46%
Community Access-Individual	16	39%	35%	48%	46%	46%
Community Access-Group	22	26%	26%	25%	31%	31%
Prevocational Services	6	39%	39%	46%	35%	35%
Job Development	11	43%	43%	33%	53%	53%
Job Coaching	14	31%	31%	17%	52%	52%
Supported Employment, Group	7	57%	57%	62%	57%	57%
Transportation	8	40%	40%	47%	63%	63%
Adult Therapy (OT, PT, SLP)	0					
Behavioral Support Services, Level I	5	37%	37%	50%	56%	56%
Behavioral Support Services, Level II	5	14%	14%	0%	34%	34%
Nursing Services, Registered Nurse	10	32%	17%	10%	63%	46%
Nursing Services, Licensed Practical	10	31%	31%	25%	51%	51%

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

**NOW and COMP Waiver Rate Study**  
**Provider Survey Analysis**  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities

**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>	Weighted Avg. w/ Outliers <sup>1</sup>	Survey Count	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers <sup>1</sup>	Weighted Avg. w/ Outliers <sup>1</sup>	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers <sup>1</sup>	Weighted Avg. w/ Outliers <sup>1</sup>
Support Coordination	6	54	54	56	49	49	6	27	27	25	24	24	31	31	30	28	28
Comm. Res. Alternative - Group Home	19	47	43	48	49	46	17	29	27	22	25	24	37	34	33	35	33
CRA - Host Home (Trainers/ Supervisors)	8	47	52	49	53	55	8	31	27	26	43	37	35	32	31	45	41
Community Living Support	17	49	45	48	43	41	17	26	25	20	24	24	36	33	32	32	31
Respite	2	21	21	21	24	24	2	18	18	18	20	20	19	19	19	22	22
Community Access-Individual	17	48	45	48	42	41	17	32	29	23	26	25	39	36	34	34	32
Community Access-Group	25	47	45	47	53	51	25	30	28	22	32	30	35	33	30	39	37
Prevocational Services	8	55	47	49	46	43	8	23	23	21	25	25	34	31	30	32	32
Job Development	13	62	58	58	67	60	13	36	32	30	33	30	50	46	45	51	46
Job Coaching	17	56	47	47	59	44	17	34	30	25	31	29	45	39	36	46	37
Supported Employment, Group	8	52	46	44	52	43	8	36	29	28	38	28	45	38	37	46	36
Transportation	8	41	44	42	39	41	8	23	23	20	20	20	34	36	34	32	33
Adult Therapy (OT, PT, SLP)	0						0										
Behavioral Support Services, Level I	4	43	43	40	26	26	4	26	26	21	20	20	35	35	31	23	23
Behavioral Support Services, Level II	5	77	77	76	35	35	5	42	42	40	23	23	54	54	52	27	27
Nursing Services, Registered Nurse	11	50	44	40	42	40	11	29	25	20	24	23	38	33	29	33	31
Nursing Services, Licensed Practical	10	51	44	50	44	38	10	30	24	20	22	21	40	34	35	33	29

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

**NOW and COMP Waiver Rate Study  
Provider Survey Analysis  
prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Benefits for Direct Care Workers**

	Full-Time	Part-Time
<b># of Responding Providers</b>	56	51
<b># of Reported Staff</b>	3,022	1,536

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

**Full-Time**

<b>Holidays</b>	55	47	85%	90%	88%	93%	100%	90%	90%						10.3	10.5	10.0	10.6	7.4	6.0
<b>Paid Time Off</b>	55	52	95%	99%	87%	90%	100%	92%	92%						23.2	15.6	15.0	42.4	11.2	10.2
<b>Health Insurance</b>	55	48	87%	97%	85%	88%	100%	95%	94%	55%	56%	49%	63%	63%	\$1,574	\$938	\$658	\$1,144	\$611	\$376
<b>Other Benefits</b>	52	40	77%	87%	92%	96%	100%	94%	93%	70%	70%	77%	80%	80%	\$278	\$181	\$94	\$282	\$184	\$128

**Part-Time**

<b>Holidays</b>	46	17	37%	47%	97%	99%	100%	100%	100%						9.1	8.3	10.0	6.0	5.2	2.4
<b>Paid Time Off</b>	46	14	30%	40%	87%	92%	100%	76%	76%						15.4	9.5	9.8	18.6	6.3	1.9
<b>Health Insurance</b>	45	13	29%	44%	59%	59%	67%	22%	22%	30%	30%	7%	6%	6%	\$607	\$607	\$669	\$578	\$578	\$15
<b>Other Benefits</b>	41	19	46%	37%	86%	93%	100%	76%	74%	50%	50%	36%	30%	30%	\$211	\$44	\$41	\$89	\$53	\$6

<b>Worker's Compensation (amount per \$100 wages)</b>															\$3.38	\$2.37	\$1.91	\$6.68	\$1.42	
<b>State Unemployment Security Tax Rate</b>															1.53%	1.20%	1.50%	1.80%	1.33%	

<sup>1</sup>Weighted averages are weighted using total hours calculated from Fiscal Year 2022 survey data

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

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

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Residential Alternative - Group Homes**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	31					
Number of individuals receiving Group Home services	1,349					
<b><i>Absences and Overnight Staff</i></b>						
Average number of absences per individual per year		8.8	7.8	6.0	11.4	11.4
Percent of providers with overnight shift staff permitted to sleep	12.5%					
Percent of providers permitting overnight staff to sleep that pay a 'sleep time' differential	50%					
<b><i>For individuals participating in outside activities</i></b>						
Percent of individuals regularly participating in activities (paid or unpaid) outside of the home without Residential Habilitation staff		67%	74%	76%	62%	62%
For individuals participating in outside activities, scheduled hours per week		23.2	23.2	30.0	26.9	26.9
For individuals participating in outside activities, number of hours per week they participate		21.0	21.0	25.0	22.7	22.7
Number of hours per week that no staff are in the home because all residents are away from the home		15.5	11.6	7.0	16.8	7.7
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>						
Providing Group Home services		36.8	39.0	39.5	39.1	39.3
Providing other direct (face-to-face) services		1.6	0.3	0.0	0.5	0.3
'Employer time'		1.1	0.5	0.5	0.4	0.4
Other activities		0.5	0.1	0.0	0.1	0.1
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Residential Alternative - Group Home Details**

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

***Agency Caseload***

Responding Providers	32				
Number of reported homes across all providers	324				
Average occupancy rate		93.5%	95.6%	100.0%	93.9%

***Resident Details***

Total Residents	991				
Percent Requiring Additional Staffing - Basic	9%				
Percent Requiring Additional Staffing - Enhanced	3%				
Tier 1 Residents	133				
Percent Requiring Additional Staffing - Basic	1%				
Percent Requiring Additional Staffing - Enhanced	0%				
Tier 2 Residents	92				
Percent Requiring Additional Staffing - Basic	1%				
Percent Requiring Additional Staffing - Enhanced	1%				
Tier 3 Residents	395				
Percent Requiring Additional Staffing - Basic	2%				
Percent Requiring Additional Staffing - Enhanced	2%				
Tier 4 Residents	371				
Percent Requiring Additional Staffing - Basic	21%				
Percent Requiring Additional Staffing - Enhanced	7%				

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Residential Alternative - Group Home Details**

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

<b>Weekly Home Staffing Hours by Home Size</b>	<b>Ct. Homes</b>					
<i>Fewer Than Three Bedrooms</i>		9				
Total Staff Hours			176.4	176.4	148.0	207.6
Awake Hours			176.4	176.4	148.0	207.6
Asleep Hours			0.0	0.0	0.0	0.0
<i>Three Bedrooms</i>		76				
Total Staff Hours			258.4	241.8	208.0	272.0
Awake Hours			257.6	241.0	208.0	270.4
Asleep Hours			0.8	0.1	0.0	1.6
<i>Four Bedrooms</i>		234				
Total Staff Hours			214.7	208.7	202.0	220.7
Awake Hours			210.1	192.6	191.0	215.4
Asleep Hours			4.5	0.0	0.0	5.3
<i>Greater Than Four Bedrooms</i>		5				
Total Staff Hours			220.7	220.7	238.0	219.2
Awake Hours			220.7	220.7	238.0	219.2
Asleep Hours			0.0	0.0	0.0	0.0

<b>Vehicle Details</b>						
Vehicles assigned to the home			106.9	1.0	1.0	173.2
Average size of vehicle in terms of passengers			6.8	6.5	7.0	6.9
Purchase cost			\$35,579	\$33,518	\$32,166	\$32,258
Monthly lease cost			\$584	\$559	\$502	\$558
Annual mileage for agency-operated vehicles per home			11,970	10,789	10,300	12,626
Annual mileage for staff-owned vehicles per home			3,527	3,222	4,828	3,505

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Residential Alternative - Host Homes**

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

***Provider Caseload and Average Absences***

Responding providers	24					
Total homes contracting with providers	308					
Number of individuals receiving host home services	415					
Number of absences per individual/per year (annualized)		6.1	5.1	4.2	6.7	6.6

***Recruitment, Certification, Placement, and Initial Training***

Staff hours required to recruit, train, and certify a host home prior to a placement		45.9	36.5	40.0	37.9	36.6
Costs related to recruitment, certification, and placement incurred in the past year		\$744	\$317	\$342	\$388	\$359
Costs related to initial training incurred in the past year		\$1,407	\$1,407	\$812	\$2,174	\$2,174
Number of host homes that received <i>initial</i> certification in 2021		6.6%	2.3%	0.0%	3.9%	3.9%
Typical number of years a host homes contracts with provider agencies		11.7	12.3	10.5	11.1	11.3

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

Caseload (number of host homes) per agency supervisor		6.6	5.7	3.0	13.7	10.5
Number of supervision visits per host home per year		50.6	13.6	12.0	195.7	14.3
Miles driven per week per home supervisor		65.0	41.6	27.5	111.5	56.0
Number of annual training hours delivered to a host home		25.1	21.7	20.0	28.7	25.3
Percent of training hours provided face-to-face		64%	64%	80%	56%	56%
Percentage of training hours that host home providers receive with a group of other providers		46%	46%	49%	53%	53%
Number of participants in a group training session		8.3	6.7	8.0	16.4	9.5
Number of days per year that a member is placed at an alternative site other than the host home		2.3	1.5	0.0	3.5	2.3

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Residential Alternative - Host Home Details**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	25					
Number of individuals receiving Shared Living Arrangement services	524					
Individuals at Tier 1	446					
Individuals at Tier 2	74					
Individuals with No Reported Tier	4					

***Provider Characteristics***

Average years participants lived in home - All Participants		7.6	7.1	7.3	7.5	7.4
Individuals at Tier 1		7.6	7.0	7.3	7.5	7.4
Individuals at Tier 2		7.6	7.2	7.3	7.4	7.4
Individuals with No Reported Tier						
Average annual days absent - All Participants		3.7	2.0	0.0	2.6	1.3
Individuals at Tier 1		3.5	2.0	0.0	2.3	1.3
Individuals at Tier 2		4.6	2.0	0.0	4.4	1.4
Individuals with No Reported Tier		2.5	2.5	2.5	2.5	2.5

***Daily Rates Paid to Host Homes***

Average years participants lived in home - All Participants		\$92.64	\$94.56	\$88.74	\$92.25	\$92.06
Individuals at Tier 1		\$91.50	\$92.80	\$88.74	\$89.92	\$89.69
Individuals at Tier 2		\$97.82	\$103.73	\$105.00	\$103.53	\$103.52
Individuals with No Reported Tier		\$124.24	\$124.24	\$124.24	\$124.24	\$124.24

***Room & Board Paid to Homes\*\****

Average years participants lived in home - All Participants		\$600.09	\$580.67	\$657.00	\$659.76	\$650.46
Individuals at Tier 1		\$594.90	\$577.53	\$650.00	\$655.00	\$646.48
Individuals at Tier 2		\$645.77	\$621.45	\$690.00	\$681.21	\$670.99
Individuals with No Reported Tier		\$322.86	\$322.86	\$322.86	\$322.86	\$322.86

\*2 of the 25 responding provider agencies reported a monthly rate and amount, which was converted to a daily rate by multiplying the monthly amount by 12, then dividing by 365.

\*\*While the survey requested that providers report the room & board payment to homes only if they answered 'yes' to acting as the Rep Payee, most providers reported the room & board payment even if they answered 'No' to being the Rep Payee. Accordingly, all reported room & board payments are reflected in this analysis.

**NOW and COMP Waiver Rate Study  
Provider Survey Analysis  
prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Support Coordination - Standard**

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	7.0				
Number of individuals receiving Support Coordination - Standard services	9,163				
<b><i>Agency Caseload</i></b>					
Average caseload of a Support Coordinator (for a full-time equivalent staff person)	33.3	36.8	36.5	38.9	38.9
Average number of annual contacts per individual	27.3	27.3	29.0	26.2	26.2
Percentage of contacts that are face-to-face	49.5%	49.5%	40.0%	43.7%	43.7%
Average number of hours of direct and indirect support provided per individual per month	3.0	3.0	3.1	2.2	2.2
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>					
Miles driven per week per support coordinator to travel between individuals	78.8	78.8	80.9	74.9	74.9
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>					
Performing needs assessments	2.3	2.3	2.3	2.4	2.3
Developing plans of care	4.8	4.8	4.2	7.1	4.8
Arranging services and social supports	8.2	8.2	7.4	6.2	8.2
Monitoring service delivery	6.7	6.7	7.9	7.7	6.7
Performing 'collateral contacts' (e.g., speaking with providers regarding a specific	5.1	5.1	4.9	4.4	5.1
Travel time between individuals served	3.8	3.8	4.7	3.9	3.8
Recordkeeping	4.5	4.5	4.0	3.2	4.5
Employer time	1.5	1.5	1.4	2.0	1.5
Time 'lost' due to missed appointments	0.6	0.6	0.7	0.8	0.6
Other activities	2.5	2.5	2.7	2.3	2.5
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Support Coordination - Intensive**

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	7.0				
Number of individuals receiving Support Coordination - Intensive services	1,997				
<b><i>Agency Caseload</i></b>					
Average caseload of a Support Coordinator (for a full-time equivalent staff person)	20.0	20.0	20.0	19.9	19.9
Average number of annual contacts per individual	36.6	36.6	37.8	38.3	38.3
Percentage of contacts that are face-to-face	60.7%	60.7%	58.0%	54.7%	54.7%
Average number of hours of direct and indirect support provided per individual per month	6.1	6.1	7.0	4.5	4.5
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>					
Miles driven per week per support coordinator to travel between individuals	78.8	78.8	80.9	74.9	74.9
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>					
Performing needs assessments	2.3	2.3	2.3	2.4	2.3
Developing plans of care	4.8	4.8	4.2	7.1	4.8
Arranging services and social supports	8.2	8.2	7.4	6.2	8.2
Monitoring service delivery	6.7	6.7	7.9	7.7	6.7
Performing 'collateral contacts' (e.g., speaking with providers regarding a specific	5.1	5.1	4.9	4.4	5.1
Travel time between individuals served	3.8	3.8	4.7	3.9	3.8
Recordkeeping	4.5	4.5	4.0	3.2	4.5
Employer time	1.5	1.5	1.4	2.0	1.5
Time 'lost' due to missed appointments	0.6	0.6	0.7	0.8	0.6
Other activities	2.5	2.5	2.7	2.3	2.5
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Living Support Services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	26					
Number of individuals receiving Community Living Support services	778					
Percentage of individuals receiving Additional Staffing Services		11.9%	3.9%	0.0%	14.5%	7.7%

***Service Encounters***

Average number of Community Living Support service encounters per week per DSP	8.8	6.7	5.0	13.0	8.7
Average length - in hours - of a Community Living Support service encounter	10.3	5.4	6.0	13.7	5.2

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

Mileage driven per DSP per week to travel between service encounters	18.7	15.6	10.0	20.3	18.1
Mileage driven per DSP per week transporting individuals	94.6	42.6	32.0	83.1	30.5

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

Providing Community Living Additional Staffing services	32.6	35.5	37.8	35.2	36.2
Providing other billable services	1.6	1.0	0.0	1.1	0.6
Participating in individual planning meetings	1.4	0.4	0.2	0.4	0.4
Travel time between participants	1.8	1.3	0.5	1.3	1.1
Recordkeeping	1.4	0.9	0.9	0.9	0.7
'Employer time'	0.8	0.7	0.5	0.8	0.8
Time lost to missed appointments	0.2	0.1	0.0	0.2	0.2
Other activities	0.2	0.0	0.0	0.1	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Respite**

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	3				
Number of individuals receiving Respite services	210				
<b><i>Location of Services</i></b>					
Percentage of Respite hours provided:					
In the member's home	72.7%	72.7%	76.9%	40.9%	40.9%
In a family home other than the member's home (such as a host home)	3.6%	3.6%	3.1%	7.9%	7.9%
In a dedicated respite home that is not the provider's permanent residence	4.5%	4.5%	3.8%	9.8%	9.8%
In another location	19.1%	19.1%	16.2%	41.4%	41.4%
<b><i>Care Provider Wages</i></b>					
Percentage of respite hours provided by providers who are paid an hourly wage	63.3%	63.3%	63.3%	88.9%	88.9%
Percentage of respite hours provided by providers who are paid a daily stipend	36.7%	36.7%	36.7%	11.1%	11.1%
Average daily payment to care providers paid a daily stipend	\$121	\$121	\$121	\$181	\$181
<b><i>Length of Non-Daily Visits</i></b>					
Of Respite visits less than 24 hours, percentage that are:					
Fewer than 4 hours	4.3%	4.3%	4.3%	1.1%	1.1%
4 or more hours, but less than 8 hours	34.1%	34.1%	24.9%	15.8%	15.8%
8 or more hours, but less than 16 hours	21.4%	21.4%	20.5%	44.2%	44.2%
16 or more hours, but less than 24 hours	40.3%	40.3%	50.3%	38.8%	38.8%
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>					
Providing Respite services	25.0	25.0	25.0	34.7	34.7
Providing other billable services	15.0	15.0	15.0	5.3	5.3
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Access-Individual**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	28					
Number of individuals receiving Community Access-Individual services	796					
<b><i>Service Encounters</i></b>						
Number of Community Access-Individual service encounters per week per DSP		6.0	3.8	4.0	6.2	3.1
Length - in hours - of a Community Access-Individual service encounter		3.6	3.8	3.4	4.0	4.2
<b><i>Mileage (scaled to a 40-hour workweek)</i></b>						
Mileage driven per DSP per week to travel between service encounters		35.8	21.0	17.5	23.8	21.5
Mileage driven per DSP per week transporting individuals		103.4	92.7	75.0	78.9	78.9
<b><i>Staffing Pattern (scaled to a 40-hour workweek)</i></b>						
Providing Community Access-Individual services		18.5	19.2	23.0	16.8	17.5
Providing other billable services		14.2	14.7	12.4	16.6	17.2
Participating in individual planning meetings		0.8	0.5	0.3	0.6	0.6
Travel time between participants		2.7	2.4	1.2	3.1	1.8
Recordkeeping		2.1	2.1	2.4	1.6	1.7
'Employer time		1.1	0.8	0.6	0.8	0.9
Time lost to missed appointments		0.5	0.2	0.0	0.2	0.2
Other activities		0.1	0.0	0.0	0.2	0.0
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
Provider Survey Analysis  
prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Access-Group services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	36					
Number of individuals receiving Community Access-Group services	3,122					

***Agency Caseload***

Number of individuals receiving Community Access-Group services at the end of the		31.5	28.2	27.0	39.7	31.8
Number receiving Additional Staffing services		4.2%	2.4%	0.0%	5.2%	3.3%
Average number of Addl. Staffing hours per individual		19.8	19.8	25.0	20.1	20.1
Number of hours per week that a typical individual receives center-based services		22.5	24.7	25.0	25.5	26.3
Number of hours per week that a typical individual receives services in the community		7.4	6.0	6.0	6.5	5.6
Avg. number of individuals receiving Comm. Access-Group services:						
When providing Community Access-Group services in the center/facility		6.6	6.6	6.0	6.8	6.8
When providing Community Access-Group services in the community		5.8	5.4	6.0	6.1	5.5
Average attendance rate for individuals receiving services		85%	86%	85%	86%	86%

***Vehicles***

Total number of agency-owned and -leased vehicles for this program		5.0	4.5	5.0	5.5	4.8
Number that accommodate non-ambulatory individuals		2.1	1.8	2.0	2.6	2.2
Total annual number of miles traveled by the vehicles reported on behalf of individuals		52,175	46,344	41,003	60,567	50,402
Average number of miles per vehicle per week		195.9	167.0	157.5	203.5	165.1
Percent of miles reported on transporting individuals to/from their homes		56%	56%	70%	53%	53%
Percent of miles reported with 'in-program' transportation		52%	52%	40%	54%	54%
Typical vehicle size (in terms of passengers)		10.5	10.7	11.0	10.6	10.7
Average useful life (in miles) of vehicles before disposal		193,017	195,088	200,000	184,862	187,864
Purchase price of agency-owned vehicles reported		\$33,814	\$32,471	\$30,000	\$35,544	\$32,213
Monthly lease price of agency-leased vehicles reported		\$1,460	\$1,112	\$650	\$1,625	\$922
Total annual number of miles incurred by staff-owned vehicles used to transport		5,988	3,467	950	4,135	3,792

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Community Access-Group services**

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

***Sites at Which Services Are Provided***

				0.0	0.0
Number of days per week that the site is open to provide services		5.0	5.0	5.0	5.0
Number of hours per week that the site is open to provide services		35.0	36.3	40.0	34.7
Operating cost per square foot (including rent) per individual served		\$0.47	\$0.35	\$0.27	\$0.48

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

Providing Community Access-Group services		26.7	29.0	32.9	28.0	29.6
Providing other billable services		4.5	3.7	2.2	3.4	3.5
Transporting participants to/from program		3.0	2.1	1.3	2.8	2.0
Participating in individual planning meetings		0.6	0.5	0.5	0.6	0.5
Recordkeeping		2.3	2.2	1.1	2.4	2.1
'Employer time'		1.1	1.0	0.8	1.1	1.0
Program preparation/ set-up/ clean-up		1.8	1.4	1.2	1.7	1.4
Other activities		0.0	0.0	0.0	0.1	0.0
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
Provider Survey Analysis  
prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Prevocational Services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	36					
Number of individuals receiving Prevocational services at the end of the reported period	289					
<b><i>Service Encounters</i></b>						
Number of hours per week that a typical individual receives center-based services		19.3	19.3	24.0	20.9	20.9
Number of hours per week that a typical individual receives services in the community		3.3	2.8	1.3	2.7	2.3
Average number of individuals receiving Prevocational services per staff						
When providing Prevocational services in the center/facility		5.1	5.1	4.5	6.0	6.0
When providing Prevocational services in the community		4.4	3.8	4.0	4.4	3.9
Average attendance rate for individuals receiving services		74%	79%	90%	79%	83%
<b><i>Vehicles</i></b>						
Total number of agency-owned and -leased vehicles for this program		4.6	4.6	3.5	4.9	4.9
Percent that accommodate non-ambulatory individuals		22%	14%	0%	20%	12%
Average number of miles per vehicle per week		205.8	149.4	173.2	180.2	139.5
Percent of miles reported associated with						
Transporting individuals to/from their homes		64%	65%	75%	61%	63%
In-program' transportation		36%	35%	25%	39%	37%
Typical vehicle size (in terms of passengers)		11.5	12.3	12.0	11.1	12.4
Average useful life (in miles) of vehicles before disposal		223,864	223,864	200,000	216,325	216,325
Average purchase price of agency-owned vehicles		\$29,570	\$25,133	\$27,000	\$35,336	\$24,613
Average monthly lease price of agency-leased vehicles		\$1,379	\$716	\$650	\$2,294	\$690
Annual number of miles incurred by staff-owned vehicles used to transport individuals		2,493	2,493	2,147	2,493	2,493
<b><i>Sites at Which Services Are Provided</i></b>						
Number of days per week sites are open to provide services		5.0	5.0	5.0	5.0	5.0
Number of hours per week sites deliver services		34.6	34.6	30.0	33.6	33.6
Operating cost per square foot (including rent) per individual served		\$9.85	\$1.40	\$0.50	\$4.74	\$1.04

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Prevocational Services**

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

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

Providing Prevocational services	13.1	13.4	6.8	17.3	17.8
Providing other billable services	16.2	16.6	27.1	12.1	12.4
Transporting participants to/from program	4.4	4.5	1.4	3.5	3.6
Participating in individual planning meetings	0.8	0.4	0.7	0.6	0.3
Recordkeeping	1.9	1.6	1.4	2.8	2.3
Employer time	1.7	1.5	1.4	1.4	1.3
Program preparation/ set-up/ clean-up	1.9	1.9	1.4	2.3	2.3
Other activities	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Supported Employment-Group**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	8					
Number of individuals receiving Supported Employment-Group services	93					

***Agency Caseload***

Average number of individuals receiving Supported Employment-Group services per						
When providing Supported Employment-Group in the center/facility		4.2	3.0	3.5	4.4	3.2
When providing Supported Employment-Group in the community		4.7	4.7	4.0	4.9	4.9
Average attendance rate for individuals receiving services		90%	90%	90%	92%	92%

***Vehicles***

Total # of agency-owned and -leased vehicles used to deliver Supported Emp. Services		4.1	4.1	3.0	3.3	3.3
Percent that accommodate non-ambulatory individuals		19.0%	1.0%	0.0%	18.9%	0.7%
Total annual number of miles traveled by the vehicles on behalf of individuals		57,435	57,435	40,000	4,977	45,871
Average number of miles per vehicle per week		240	262	288	232	263
Percent of miles associated with transporting individuals to/from their homes		59%	59%	75%	51%	51%
Percent of miles associated with 'in-program' transportation		42%	42%	25%	49%	49%
Typical vehicle size (in terms of passengers)		10.7	11.6	12.0	10.1	10.8
Average useful life (in miles) of vehicles before disposal		215,909	230,000	200,000	6,378	235,360
Purchase price of agency-owned vehicles		\$35,636	\$35,636	\$29,000	\$5,714	\$34,843
Monthly lease price of agency-leased vehicles		\$572	\$572	\$588	\$510	\$559
Total annual number of miles incurred by staff-owned vehicles used to transport individuals		1,320	1,320	1,320	1,318	1,445

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Supported Employment-Group**

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

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

Providing Supported Employment-Group services	14.3	16.3	12.3	11	21.3
Providing other billable services	13.7	13.6	18.5	8	12.2
Transporting participants to/from program	5.5	6.2	6.2	2	3.7
Participating in individual planning meetings	0.3	0.1	0.0	0	0.7
Recordkeeping (do not include documentation during the course of service provision)	1.9	1.4	0.0	1	0.9
'Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings,	1.5	1.7	1.8	0	0.9
Program preparation/ set-up/ clean-up	1.0	0.7	1.2	0	0.3
Other activities [type description here]	1.9	0.0	0.0	16	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Supported Employment and Individual services (Job Development)**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	22					
Number of individuals receiving Job Development	675					

***Caseload and Job Development Activities***

Average current caseload per full time equivalent staff		8.0	5.8	4.5	8.2	7.9
Annual number of individuals successfully placed in employment per full time equivalent job developer		6.8	5.8	5.0	8.7	8.6
For individuals successfully placed in employment, % that remained employed for at		80%	89%	98%	90%	91%
Average number of staff hours required to successfully place an individual in		40.1	37.2	40.0	43.7	41.1
Percentage of individuals served who are not successfully placed		16%	11%	5%	4%	3%
Estimated number of hours of support per individual without a successful placement		23.3	15.8	12.5	16.0	16.0

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

Mileage driven per DSP per week to travel between service encounters		229.4	156.3	120.0	210.3	208.7
Mileage driven per DSP per week transporting individuals		79.3	21.4	2.5	58.3	46.2

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

Providing direct, face-to-face Individual Supported Employments services		14.7	16.6	21.7	17.6	18.7
Performing 'collateral contacts		4.9	5.5	6.8	5.4	5.9
Performing general job development activities that are not individual-specific		2.5	2.7	2.7	1.5	1.6
Providing other billable services		6.9	3.9	0.0	4.5	1.9
Participating in individual planning meetings		1.6	1.7	1.4	1.0	1.1
Travel time between individuals		3.7	3.7	2.7	6.5	7.1
Recordkeeping		3.4	3.5	2.7	1.8	1.9
'Employer time'		1.8	2.4	2.0	1.3	1.4
Other activities		0.5	0.0	0.0	0.4	0.4
<b>Total</b>		<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Supported Employment and Individual services (Job Coaching)**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	22					
Number of individuals receiving Job Coaching services	798					

***Caseload and Job Coaching Activities***

Average current caseload per full time equivalent staff	10.5	9.0	6.0	13.0	13.0
Number of work hours per week among individuals receiving Job Coaching services	36.3	18.2	15.0	41.4	17.2
Number of hours of Job Coaching services individuals receive per week	10.1	9.1	5.5	12.3	11.9
Hourly wage earned among individuals receiving Job Coaching services	\$10.09	\$10.09	\$10.00	\$11.38	\$11.38

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

Mileage driven per DSP per week to travel between service encounters	114.5	83.7	52.5	110.7	69.3
Mileage driven per DSP per week transporting individuals	58.3	35.5	25.0	58.7	53.0

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

Providing direct, face-to-face Individual Supported Employments services	18.3	20.6	22.4	21.5	22.9
Performing 'collateral contacts	3.5	3.7	4.2	2.1	2.2
Performing general job development activities that are not individual-specific	2.7	2.4	2.1	1.0	1.1
Providing other billable services	5.7	5.1	3.5	7.5	7.6
Participating in individual planning meetings	1.2	0.9	1.3	1.0	0.9
Travel time between individuals	3.3	3.2	2.9	1.6	1.5
Recordkeeping	1.7	2.1	1.5	1.6	1.7
Employer time	2.4	2.1	2.1	2.7	2.0
Other activities	1.2	0.0	0.0	0.9	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Transportation Services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	13					
Number of individuals receiving Transportation services	826					

***Agency Caseload and Service Design***

Percentage of individuals requiring lift-equipped transportation services (for non-ambulatory supports)	8%	7%	7%	10%	7%
Average number of one-way routes completed per vehicle per week	49.1	22.6	10.0	87.7	28.6
Average time (in hours) to complete a one-way route (i.e., time from first pick-up to final drop-off)	5.4	1.9	1.5	2.0	1.9
Average number of individuals transported on a one-way route	13.7	9.5	6.0	14.1	10.3
Percentage of one-way routes transporting:					
1 Individual	14%	7%	20%	9%	9%
2 Individuals	9%	11%	2%	13%	14%
3 Individuals	19%	15%	39%	22%	19%
4 Individuals	11%	13%	20%	14%	15%
5 Individuals	9%	7%	0%	11%	9%
6 (or more) Individuals	38%	47%	20%	31%	34%
Percentage of one-way trips utilizing a second staff person (i.e., a staff person other than the driver)	4.9%	3.5%	0.0%	6.6%	5.2%
Average mileage traveled per vehicle per week	662.2	414.5	403.0	970.1	460.2

***Vehicles***

Number of vehicles (owned or leased) used to provide Transportation services	24.3	12.9	8.5	40.7	18.1
Percentage of vehicles that are modified to accommodate non-ambulatory svcs	39%	33%	40%	35%	35%
Average useful life (in miles) of vehicles before disposal	168,195	185,000	150,000	203,157	207,971
Typical vehicle size (in terms of passengers)	11.4	11.4	12.0	11.7	11.7
Average purchase price of agency-owned vehicles	\$49,556	\$42,625	\$43,000	\$48,612	\$43,106
Average monthly lease price of agency-leased vehicles	\$1,533	\$813	\$870	\$1,371	\$810

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Transportation Services**

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

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

Providing Transportation services (with an individual in the vehicle)	14.9	14.5	13.1	13.7	13.9
Providing other billable services	19.0	20.7	23.9	19.3	21.2
Travel time without individuals	2.6	2.3	2.0	2.5	2.4
Employer time	1.5	1.7	1.0	1.7	1.8
Other activities	2.1	0.8	0.0	2.9	0.6
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Skilled Nursing - Registered Nurse**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	26					
Number of individuals receiving Skilled Nursing RN services	682					

***Agency Caseload and Service Design***

Average number of service encounters per week per nursing staff	14.9	12.4	10.0	16.7	19.8
Average length - in hours - of a service encounter	1.7	1.3	1.5	2.3	1.5

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

Average miles driven per week per nursing staff to travel between service encounters	83.6	40.6	44.2	49.9	74.2
--	------	------	------	------	------

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

Providing Skilled Nursing services	22.3	25.1	28.4	21.9	18.8
Providing supervision of LPNs	2.0	1.3	1.2	4.4	2.9
Performing collateral contacts	3.1	2.9	2.3	2.2	3.2
Part. in ind. planning meetings, func. assessment mtgs. or care plan development	1.5	1.3	0.7	0.7	1.8
Developing a support plan on behalf of individuals	2.1	2.1	1.8	1.8	2.3
Providing consultation or training on how to implement nursing care plan	2.4	2.3	2.3	1.9	2.0
Travel time between participants	1.8	1.8	1.5	1.7	2.0
Time lost to missed appointments (due to participants)	0.2	0.2	0.0	0.3	0.5
Time lost to missed appointments (due to providers, such as group homes)	0.1	0.1	0.0	0.2	0.4
Recordkeeping	2.8	2.0	1.2	3.6	3.0
Employer time	0.9	0.8	0.6	1.0	1.1
Other activities	0.9	0.3	0.0	0.2	1.8
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Skilled Nursing - Licensed Practical Nurse**

	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	15				
Number of individuals receiving Skilled Nursing LPN services	165				
<i>Agency Caseload and Service Design</i>					
Average number of service encounters per week per nursing staff	13.9	12.4	10.0	11.7	16.8
Average length - in hours - of a service encounter	5.3	5.3	3.5	7.2	8.9
<i>Mileage (scaled to a 40-hour workweek)</i>					
Average miles driven per week per nursing staff to travel between service encounters	31.8	11.8	13.8	7.2	18.9
<i>Staffing Pattern (scaled to a 40-hour workweek)</i>					
Providing Skilled Nursing services	31.5	34.8	37.9	36.1	27.0
Performing collateral contacts	2.8	2.3	1.0	1.0	1.7
Part. in ind. planning meetings, func. assessment mtgs. or care plan development	0.2	0.1	0.0	0.1	4.1
Developing a support plan on behalf of individuals	0.1	0.0	0.0	0.1	0.4
Providing consultation or training on how to implement nursing care plan	1.4	0.8	0.2	0.2	0.4
Travel time between participants	0.8	0.5	0.0	0.1	1.9
Time lost to missed appointments (due to participants)	0.1	0.0	0.0	0.1	1.5
Time lost to missed appointments (due to providers, such as group homes)	0.1	0.0	0.0	0.1	0.0
Recordkeeping	1.1	0.8	0.2	0.5	0.6
Employer time	0.5	0.5	0.6	0.3	1.7
Other activities	1.4	0.2	0.0	1.5	0.7
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Behavioral Support Level I Services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	12					
Number of individuals receiving Behavioral Support Services (Level I)	228					

***Service Encounters and Delivery***

Average number of service encounters per week per staff	6.4	4.9	3.0	9.5	5.9
Average length - in hours - of a service encounter	1.6	1.3	1.3	1.6	1.4
Percentage of services provided:					
In a home- or community-based setting	47%	52%	48%	47%	49%
Through a telehealth model	34%	38%	47%	41%	43%
In a clinic setting	19%	11%	5%	12%	8%
Percentage of service hours not billed because they exceed authorized amounts	5%	5%	6%	4%	4%

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

Average miles driven per week per staff to travel between service encounters	20.9	11.1	0.3	34.8	19.4
--	------	------	-----	------	------

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Behavioral Support Level I Services**

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

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

Providing Behavioral Support services	14.6	16.5	16.1	16.3	17.7
Providing supervision of other staff providing Behavioral Support services	0.2	0.0	0.0	0.2	0.0
Performing collateral contacts	4.6	4.0	4.8	4.8	5.1
Part. in ind. planning meetings, func. assessment mtgs. or care plan development	4.1	4.7	5.8	2.2	2.4
Developing a support plan on behalf of individuals	4.4	5.0	6.6	3.5	3.8
Developing analyses, graphs and data entry tasks for required reporting	3.1	3.5	2.3	2.6	2.8
Providing consultation or training on how to implement behavioral support plan	2.9	3.3	2.9	3.8	4.2
Travel time between participants	0.3	0.4	0.0	0.6	0.6
Time lost to missed appointments (due to participants)	0.1	0.0	0.0	0.2	0.0
Time lost to missed appointments (due to providers, such as group homes)	0.2	0.1	0.0	0.3	0.2
Recordkeeping	1.3	1.4	0.6	1.8	2.0
Employer time	1.6	1.1	0.9	1.1	1.1
Other activities	2.6	0.0	0.0	2.5	0.0
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Behavioral Support Level II Services**

		Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	9					
Number of individuals receiving Behavioral Support Services (Level II)	176					

***Service Encounters and Delivery***

Average number of service encounters per week per staff	5.3	4.2	4.0	6.5	5.0
Average length - in hours - of a service encounter	1.5	1.5	1.0	1.6	1.6
Percentage of services provided:					
In a home- or community-based setting	59%	63%	59%	53%	54%
Through a telehealth model	29%	30%	35%	38%	39%
In a clinic setting	12%	7%	6%	8%	7%
Percentage of service hours not billed because they exceed authorized amounts	3%	3%	1%	3%	3%

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

Average miles driven per week per staff to travel between service encounters	15.5	15.5	13.2	22.2	22.2
--	------	------	------	------	------

**NOW and COMP Waiver Rate Study  
 Provider Survey Analysis  
 prepared for Georgia Department of Behavioral Health and Developmental Disabilities**

**Behavioral Support Level II Services**

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

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

Providing Behavioral Support services	9.5	10.3	10.9	10.1	11.3
Providing supervision of other staff providing Behavioral Support services	3.3	3.6	3.7	4.3	4.8
Performing collateral contacts	3.1	3.3	3.6	3.9	4.3
Part. in ind. planning meetings, func. assessment mtgs. or care plan development	3.1	3.3	4.0	2.6	3.0
Developing a support plan on behalf of individuals	5.4	5.8	6.2	4.7	5.3
Developing analyses, graphs and data entry tasks for required reporting	4.3	4.6	4.0	3.1	3.5
Providing consultation or training on how to implement behavioral support plan	3.9	4.2	5.7	3.6	4.1
Travel time between participants	1.7	0.9	0.1	0.9	0.6
Time lost to missed appointments (due to participants)	0.0	0.0	0.0	0.0	0.0
Time lost to missed appointments (due to providers, such as group homes)	0.0	0.0	0.0	0.0	0.0
Recordkeeping	1.4	1.5	0.3	1.1	1.2
Employer time	1.6	1.7	1.6	1.4	1.6
Other activities	2.7	0.6	0.0	4.1	0.3
<b>Total</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>	<b>40.0</b>