
Division of Long Term Supports and Services Bureau of Developmental Services

**Rate Structure Work Group
April 14, 2023**



Goals

Goals for 4/14 Meeting

1. Present information on service coordination wages.
2. Discuss the hours assumption for service coordinators.
3. Present and discuss service coordinator caseload levels.
4. Discuss employee benefit percentage from cost report information.

This Rate Setting Work Group is open to the public. Members of the public may ask questions through the Q&A or Chat features.

This structure ensures that the Department can engage a diverse group of stakeholders in substantive dialogue while also providing transparency and general updates to the general public.

If you are a member of the public and have questions about the Rate Setting Work Group and/or its work, please contact us at BDSRateStructureWorkgroup@dhhs.nh.gov and we will respond as soon as possible.



Service Coordination



Service Coordination

General Cost Report Information:

- Received cost reports from 14 providers with cost information for service coordination.
 - 13 of the 14 cost reports were able to be verified
- Agency Size
 - 10 cost reports represent the 10 Area Agencies
 - Two of the other cost reports represent independent case management agencies
 - The third other cost report appears to be for an agency that is comparable to some of the Area Agencies



Service Coordinator Wage

Cost Report Wage Data:

- Median wage for service coordinators: \$20.75
- Education levels from cost reports with levels identified:
 - 70% - Bachelor's Degree
 - 22% - Associate's Degree
 - 5% - High school
 - 3% - Master's Degree
- Weighted average wage, by geographic location:

BLS Area	BLS Geographic Description	Weighted Average
71650	Boston-Cambridge-Nashua, MA-NH	\$ 22.87
73050	Dover-Durham, NH-ME	\$ 19.35
74950	Manchester, NH	\$ 19.27
76900	Portsmouth, NH-ME	\$ 23.14
3300001	Northern New Hampshire nonmetropolitan area	\$ 21.69
3300002	Central New Hampshire nonmetropolitan area	\$ 21.15
3300006	West Central-Southwest New Hampshire nonmetropolitan area	\$ 19.37
	Statewide Weighted Average	\$ 21.31



Service Coordinator Wage

Bureau of Labor Statistics Wage Data:

BDS proposes using the following Occupation Codes from BLS:

- 21-1018, Substance Abuse, Behavioral Disorder, and Mental Health Counselors
 - Description from BLS: “Counsel and advise individuals, families, or groups to prevent or treat substance abuse problems, behavioral disorders, or a broad range of mental health issues in order to promote optimum mental and emotional health.”
- 21-1022, Healthcare Social Workers
 - Description from BLS: “Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family caregivers. Provide patients with information and counseling, and make referrals for other services. May also provide case and care management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.”



Service Coordinator Wage

Bureau of Labor Statistics Wage Data:

Occupation Code	Occupation Description	Education Level	BLS 2021 Median Hourly Wage	Weight
21-1018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	Bachelor's Degree	\$22.42	50%
21-1022	Healthcare Social Workers	Master's Degree	\$30.71	50%
	Calculated Weighted Median Hourly Wage		\$26.57	
	Calculated Inflated Wage; Inflation factor of 10.31%		\$29.31	



Service Coordinator Wage

Current Job Listings:

- Median Wage for Service Coordinators: \$19.43
- Includes 31 job postings throughout New Hampshire
- Most positions Associate's or Bachelor's preferred
- Weighted Average Wage, by Geographic Location:

BLS Area	BLS Geographic Description	Weighted Average
71650	Boston-Cambridge-Nashua, MA-NH	\$ 18.77
73050	Dover-Durham, NH-ME	\$ 14.95
74950	Manchester, NH	\$ 22.70
76900	Portsmouth, NH-ME	\$ 26.22
3300001	Northern New Hampshire nonmetropolitan area	\$ 21.12
3300002	Central New Hampshire nonmetropolitan area	\$ 18.73
3300006	West Central-Southwest New Hampshire nonmetropolitan area	\$ 19.42
	Statewide Weighted Average	\$22.31



Comparison of Service Coordinator Wages

Source	Hourly Wage, Before Inflation
Cost Report Median	\$20.75
Cost Report Weighted Average	\$21.31
Proposed BLS Median Wage	\$26.57
Current Employment Listing Average	\$22.31



Service Coordinator Hours Assumption

- It is proposed to use a 40 hours/week assumption for service coordinator hours for rate calculations.
- What does this mean?
 - Hours per individual will be based on 40 hours worked per week
 - Cost reports showed the average total hours per week worked is 40 hours.
 - This is consistent with our understanding of how CFI rates were evaluated.



Service Coordinator Caseload

- To determine the hours per individual, we need to define the caseload per service coordinator.
- The caseload will divide by the total hours per service coordinator to calculate an average hours per individual in a year.
 - Previous slide discussed using 40 hours/week, which is 2,080 hours/year.
- We are currently evaluating an average caseload of 30 individuals per service coordinator. This equates to around 69.33 hours/year, or 5.78 hours/month for one individual.
- Cost Report showed:
 - Median case load for individuals with a risk management plan = 24
 - Median case load for individuals without a risk management plan = 30
 - Overall median for all individuals = 28



Employee Benefits



Employee Benefits (ERE Component)

General Cost Report Information:

- Received cost reports from 38 providers with cost information for employee benefits.
 - 36 of the 38 cost reports were able to be verified.
- Information from Cost Report:
 - Median Employee Benefit % of Total Wages = 26.04%
 - Mean Employee Benefit % of Total Wages = 26.10%
 - BLS Data from December 2022= 25.95%
 - Benefits included in this percentage are payroll taxes, worker's compensation, health insurance, retirement contributions, and other benefits such as disability pay.
 - No significant outliers noted in the data.



Questions?



Next Steps



Next Steps

- Continue to calculate service rates.
- Continue to evaluate SIS-A data and correlations to rates.

