

Maine's Direct Care Workers for People with Intellectual Disabilities & Autism: Direct Support Professionals (DSP)

Direct Care Workers responsible for caring for our most vulnerable citizens are struggling to make ends meet and leaving the workforce for higher pay.

The Issue

People with intellectual disabilities and autism are losing services due to a severe workforce crisis caused by low reimbursement rates and compounded by increased expenses, rising minimum wage and a low unemployment rate.

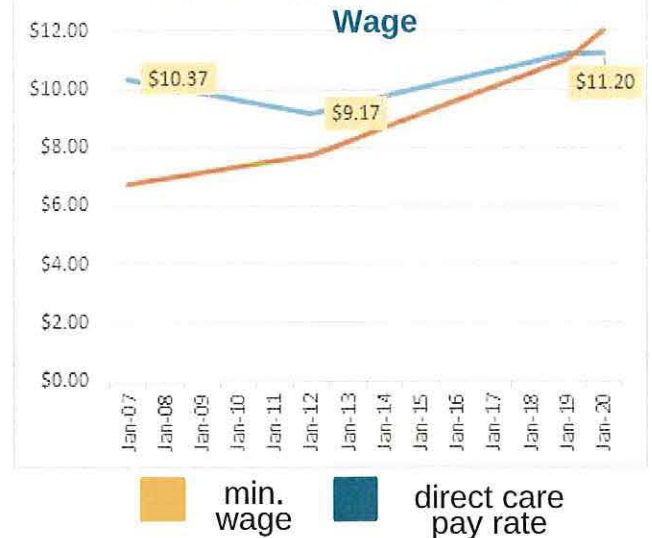
The Immediate Solution

Increase reimbursement rates so providers can pay direct care workers a wage at least 125% above minimum wage, and adjust the reimbursement rates annually.

The Long Term Solutions

Review and adjust the rates every two years. Charge DHHS and DOL with creating a long-term collaborative approach to the direct care workforce crisis, with clearly identified outcome measures and timeline for achieving them.

DSP hourly wage vs. Minimum Wage



WHY DO RATES MATTER TO EVERY MAINE COMMUNITY?

Service providers are responsible for:



12,000+ jobs in every corner of Maine



\$265+ million in economic activity



investment in Maine's future



caring for Maine's most vulnerable

Reimbursement at a Glance

Rate Component	2007 Rate	% of Rate	2019 Rate
Hourly Rate	\$25.37		27.72
Hourly Rate after 6% Provider Tax	\$24.16		26.06
DSP Hourly Wage	\$10.37	43%	\$11.21
DSP Benefits / Taxes / Training	\$4.51	19%	\$4.96
Program Expenses	\$6.38	26%	\$6.78
General & Admin.	\$2.90	12%	\$3.13

How do Direct Care Workers Help?

COMMUNITY INCLUSION

DSPs model positive social interaction and engaging the wider community, critical aspects of community inclusion.

SKILL BUILDING

DSPs support clients to learn, practice and apply activities of daily living to increase independence.

SAFETY

DSPs monitor physical and emotional safety including addressing issues of abuse, neglect or exploitation.

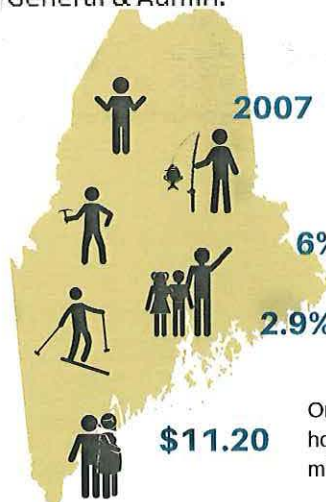
Maine By the Numbers

Initial rates were set in 2007 and the methodology used is outdated and doesn't reflect current costs to provide services in Maine.

Service Providers are required to pay 6% BACK to the State of Maine.

The unemployment rate for the State of Maine remains at an all time low. A competitive job market requires competitive pay.

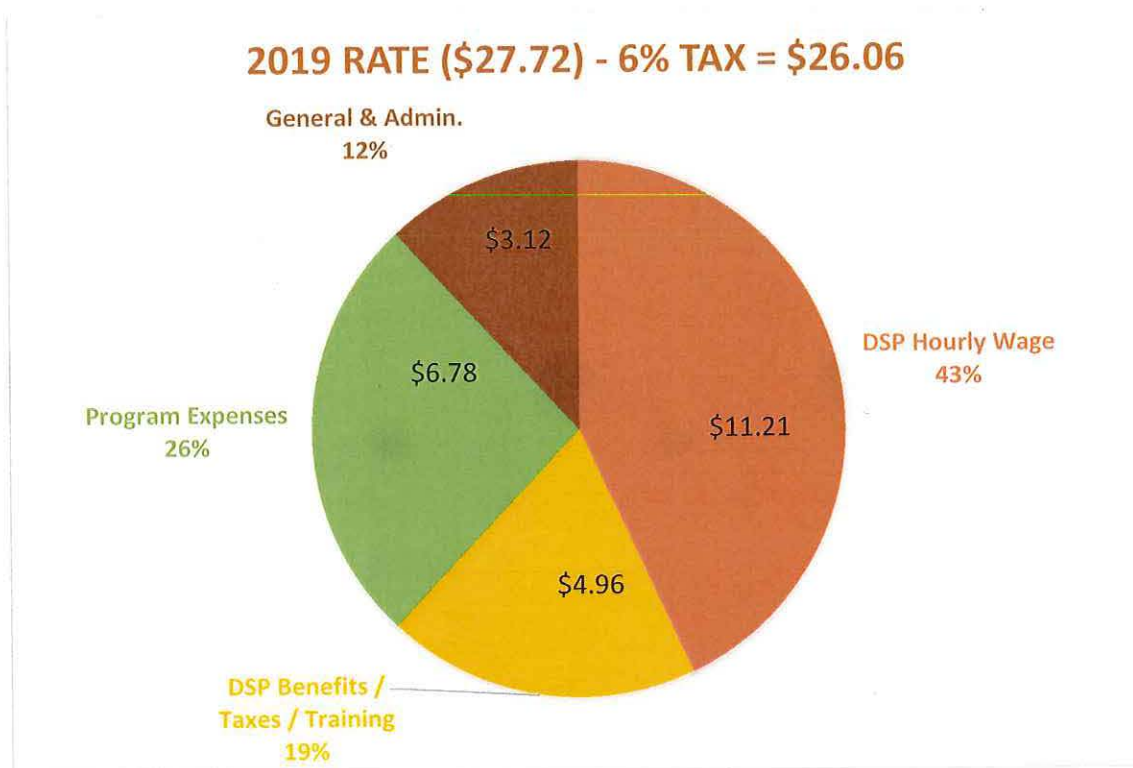
On Jan.1, 2020, the current rate provides for an hourly wage for workers that is below the legal minimum wage of \$12 per hour.



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MaineCare Section 21 Agency Group Home Rate Methodology (2007)



While all costs have gone up, the following have seen disproportionate increases since 2007:

Technology Costs: include cell phones, tablets, laptops for coordinators and software for agency monitoring, cyber insurance, documentation software, HIPAA & other compliance software and vendors, billing software, time and attendance software (clock-in-out), EVV software, payroll software, HR software, benefits management, IT infrastructure, & more.

Health Insurance: Health insurance is not an optional benefit to offer for employees working 30 hours per week or more. Premium costs have skyrocketed, and for employees, deductibles and out of pocket expenses have increased.

Employee Recruitment and Retention Costs: These include sign on bonuses, training stipends, 90 day evaluation bonuses, ad placement on all social media platforms and labor costs associated with monitoring and updating, as well as paid time off both as required by law and as a recruitment and retention tool.

Overtime & Temporary Agency Staffing: Most IDD agencies with group homes are running from a 5%-10% staffing deficit among Direct Support Professionals. This results in hundreds of hours of open positions, leading to unbudgeted overtime and temporary staffing agencies. Overtime for an \$11.21/hour DSP is **\$16.82/ hour**. DSP temp staffing starts at \$27/ hour.

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Progress Center Inc.
P & L Budget Performance ~~Frederick Ave~~

4 person group home for adults with IDD in Norway, ME

July 2018 through June 2019
Jul '18 - Jun '19

Ordinary Income/Expense

Income	
BILLING FOR SERVICES	
400 Client Room and Board payment	20,940.08
4007-14 · FREDRICK AVE	472,034.43
Total BILLING FOR SERVICES	492,974.51
GRANT AND DONATION INCOME	
4025-00 DONATION INCOME	0.00
Total GRANT AND DONATION INCOME	0.00
4035 · PRIOR YEAR INCOME ADJUSTMENTS	
MP-14 PY REVENUE ADJUSTMENT	0.00
Total 4035 · PRIOR YEAR INCOME ADJUSTMENTS	0.00
4050-00 · MISC INCOME	0.00
Total Income	492,974.51

\$27.72 standard hourly rate of reimbursement, which is 327 hours of staffing per week for a year

Gross Expense 492,974.51

Expense	
G & A DISTRIBUTION EXPENSE	
6700 · G & A DISTRIB EXPENSE	56,284.93
Total G & A DISTRIBUTION EXPENSE	56,284.93
BENEFITS EMPLOYEE	
6020 · BENEFITS - INSURANCES EMPLOYEES	40,347.54
6021 · OTHER EMPLOYEE BENEFITS	1,284.49
Total BENEFITS EMPLOYEE	41,632.03
OUTSIDE SERVICES	
6050 · OUTSIDE SERVICE CONSULTANT	1,052.60
Total OUTSIDE SERVICES	1,052.60
PAYROLL EXPENSES	
PAYROLL - PAID BENEFIT TIME	
6014 - BONUS	6,149.44
6007 · SICK PAY	1.64
6008 · HOLIDAY PAY	1,351.02
6009 · PTO	18,979.84
6056 · BEREAVEMENT PAY	262.50
PAYROLL - PAID BENEFIT TIME - Other	0.00
Total PAYROLL - PAID BENEFIT TIME	26,744.44
PAYROLL TAX EXPENSE & TRAINING EXPENSE	
6040 · TRAINING EXPENSE	1,430.59
6010 · PAYROLL TAXES - FEDERAL	21,346.40
6011 · PAYROLL TAXES SUTA - ME	2,627.64
Total PAYROLL TAX EXPENSE	25,404.63
Total of Benefits, Training and Taxes	94,832.63

12% of rate is \$56,644

Outside trainer

includes \$150 Xmas bonuses + employee referral & sign-on bonuses

Excludes new employee training

19% of rate should be \$89,686

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Progress Center Inc.
P & L Budget Performance [REDACTED]

4 person group home for adults with IDD in Norway, ME

July 2018 through June 2019

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PAYROLL WAGES & SALARIES	
6000 · WAGES & SALARIES EXPENSE	244,175.52
6002 · PAYROLL - OVERTIME	15,114.84
6054 · PAYROLL- RETRO PAY	60.48
PAYROLL WAGES & SALARIES - Other	0.00

10 FTE's, 1 Home Coordinator @ \$15.87/ hour (salaried),
1 Res. Mgr. @ 5hrs/week (salaried \$17/hr)
816 hours of overtime

Total PAYROLL WAGES & SALARIES 259,350.84

43% of Rate= \$202,975

Total PAYROLL EXPENSES 311,499.91

Room & Board Expenses

6160 · DEPRECIATION EXPENSE	10,011.00
5019 · SUPPLIES FOOD	13,950.64
5022 · SUPPLIES HOUSEKEEPING	4,067.10
5050 · REPAIRS BLDG. & MAINT.	4,604.61
5030 · UTILITIES WATER & SEW	361.18
5040 · UTILITIES HEAT	3,394.61
5043 · UTILITIES ELECTRICITY	2,117.69
5045 · UTILITIES TELEPHONE EXPENSE	2,014.48
5046 · UTILITIES CABLE	1,570.86

Room & Board payments totaled only \$20,940.

Total UTILITIES 42,092.17

6495 · SERVICE PROVIDER TAX	28,411.76
5000 · SUPPLIES OFFICE	1,371.17
5015 · SMALL EQUIPMENT PURCHASES	128.00
5021 · SUPPLIES MEDICAL	299.57
5026 · INSURANCE- FIRE	794.75
5028 · INSURANCE -PROF & GEN LIABILITY	1,638.14
5052 · DUES & SUBSCRIPTIONS	180.00
5053 · INSURANCE WORKMAN'S COMP.	8,397.10
5054 · VEHICLE OPERATING EXPENSE	52.66
5094 · COMPUTER EXPENSE	23.90
6030 · TRAVEL EXPENSE	4,097.35
6032 · STAFF RECRUITMENT	722.55
6033 · STAFF- ACTIVITY EXPENSE	540.35
6125 · CONSUMER ACTIVITY EXPENSE	215.35

Program Expense 18,460.89

26% of Rate should total \$122,729

Total Expense 517,895.18

Net Ordinary Income -6,459.78

Net Income -6,459.78