

SB5506 Wage and Rate Study

Study Findings and Recommendations

*Attachment 3C: Provider Survey Analysis -
APD Adult Day Services Agencies*

DECEMBER 31, 2024

Wage and Rate Study

APD Adult Day Services - Provider Survey Analysis

prepared for:

Oregon Department of Human Services

prepared by:

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Wage and Rate Study: APD Adult Day Services - Provider Survey Analysis
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	Provider Response Rate			FY2023 Claims		
	Total	Responded	%	Total	Responded	%
All Providers	13	3	23%	\$1,883,988	\$622,624	33%

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Direct Care Staff Wages¹

	All Staff (Excludes Contractors)							All Staff (Excludes Supervisors and Contractors)						
	Respond- ents	Reported Hours	Hourly Wages					Respond- ents	Reported Hours	Hourly Wages				
			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ² w/ otl.	Wghtd Avg. ² w/o otl.			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ² w/ otl.	Wghtd Avg. ² w/o otl.
Adult Day Services	3	29,272	\$18.05	\$18.05	\$17.56	\$18.33	\$18.33	3	27,192	\$17.67	\$17.67	\$17.56	\$17.80	\$17.80

	Contractors Only						
	Respond- ents	Reported Hours	Hourly Wages				
			Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ² w/ otl.	Wghtd Avg. ² w/o otl.
Adult Day Services	0	0					

Adult Day Services	0	0					
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¹Reported wages for executive management, nurses, and kitchen staff are excluded.

²Weighted averages are weighted using reported direct care hours.

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Direct Care Wage Differentials

# of Responding Providers	3
# of Reported Staff	25

Benefit	Pays Wage Differential				Hourly Wage Differential				
	Responding Agencies	# of Agencies that Pay	% of Agencies that Pay	% of Staff w/ Wage Differential	Average (Mean) with Outliers	Average (Mean) without Outliers	Median	Weighted Average with Outliers	Weighted Average without Outliers

Differential Type

Geographic	3	0	0%	0%					
Client Acuity-Based	3	0	0%	0%					
Night or Weekend Shift	3	0	0%	0%					
Bilingual	3	0	0%	0%					
Other	3	1	33%	8%	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00

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Benefits for Direct Care Workers

	Full-Time	Part-Time
# of Responding Providers	2	3
# of Reported Staff	8	17

Benefit	Access to Benefit				Eligibility among Agencies that Offer Benefit										Benefit Level Among Staff Receiving Benefit ²					Effective Benefit Level ³
	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	2	2	100%	100%	100%	100%	100%	100%	100%						9.5	9.5	9.5	9.3	9.3	9.3
Paid Time Off	2	2	100%	100%	100%	100%	100%	100%	100%						15.0	15.0	15.0	15.5	15.5	15.5
Health Insurance	2	2	100%	100%	100%	100%	100%	100%	100%	43%	43%	43%	46%	46%	\$540	\$540	\$540	\$554	\$554	\$253
Retirement	2	2	100%	100%	100%	100%	100%	100%	100%	20%	20%	20%	20%	20%	4.0%	4.0%	4.0%	4.1%	4.1%	0.8%
Other Benefits	2	2	100%	100%	100%	100%	100%	100%	100%	43%	43%	43%	46%	46%	\$39	\$39	\$39	\$39	\$39	\$18

Part-Time

Holidays	3	2	67%	35%	59%	59%	59%	57%	57%						9.5	9.5	9.5	9.3	9.3	1.9
Paid Time Off	3	3	100%	65%	100%	100%	100%	100%	100%						10.7	10.7	10.0	12.3	12.3	7.9
Health Insurance	3	1	33%	18%	75%	75%	75%	75%	75%	0%	0%	0%	0%	0%						
Retirement	3	2	67%	18%	71%	71%	71%	69%	69%	21%	21%	21%	24%	24%	4.0%	4.0%	4.0%	4.1%	4.1%	0.2%
Other Benefits	3	1	33%	18%	75%	75%	75%	75%	75%	0%	0%	0%	0%	0%						

State Unemployment Insurance Rate															1.2%	1.2%	0.9%	1.1%	1.1%	
Worker's Compensation (amount per \$100 wages)															\$1.65	\$1.65	\$1.58	\$1.66	\$1.66	

¹Weighted averages are weighted using reported revenues

²Holidays, paid time off, and retirement contributions 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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Turnover for Direct Care Staff

	Respond- ents	Turnover				
		Average w/ otl.	Average w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.
Adult Day Services	3	10%	10%	12%	13%	13%

¹Weighted averages are weighted using reported direct care hours.

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Training for Direct Care Staff

Respondents	1st Year Training					Following Years Training					Est. Annual Training Based on Turnover					
	Avg. w/ otl.	Avg. w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Avg. w/ otl.	Avg. w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	Avg. w/ otl.	Avg. w/o otl.	Median	Wghtd Avg. ¹ w/ otl.	Wghtd Avg. ¹ w/o otl.	
Adult Day Services	3	57	57	60	68	68	24	24	15	29	29	28	28	20	34	34

¹Weighted averages are weighted using reported direct care hours.

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Program Details: Adult Day Services

	All Respondents				
	Average w/ Outliers	Average w/o Outliers	Median	Weighted Avg. w/ Outliers	Weighted Avg. w/o Outliers
Responding providers	3				
Number of reported programs	3				
Total service recipients	712				
Days per week program facilities are operating and providing services	4.3	4.3	5.0	4.6	4.6
Hours per week program facilities are operating and providing services	36	36	40	38	38
Square footage of program facility direct service space per person served	87	87	87	93	93
Operating cost per square foot	\$13.23	\$13.23	\$10.17	\$11.98	\$11.98
Weekly program supplies cost per participant	2	\$3.24	\$3.24	\$3.43	\$3.43
Weekly participation fees per participant	0				
Attendance rate	88%	88%	85%	87%	87%
<i>Agency Caseload and Service Design</i>					
Number of hours of services provided per week per participant	21.7	21.7	21.0	21.5	21.5
Staffing ratio (number of participant hours per one staff hour)	5.1	5.1	5.1	5.2	5.2
<i>Vehicles</i>					
Vehicle size in terms of passengers	9	9	9	8	8
Percent of vehicles that can accommodate non-ambulatory individuals	67%	67%	67%	80%	80%
Purchase price of vehicles	\$36,500	\$36,500	\$36,500	\$29,068	\$29,068
Monthly lease cost	\$500	\$500	\$500	\$500	\$500
Useful life (in miles) of vehicles before disposal	200,000	200,000	200,000	200,000	200,000
Miles per individual per week for transportation to/from their homes	7	7	7	4	4
Miles per individual per week for in-program transportation	2	2	2	2	2
Miles per individual per week in staff vehicles	14	14	14	14	14

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Program Details: Adult Day Services

All Respondents				
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 Adult Day Services	25.5	25.5	24.2	25.3	25.3
Providing other billable services	6.4	6.4	8.8	6.1	6.1
Transporting participants to/from program	2.6	2.6	1.9	2.0	2.0
Participating in Annual Plan meetings	0.3	0.3	0.0	0.4	0.4
Recordkeeping (excludes documentation during the course of service provision)	1.2	1.2	1.0	1.4	1.4
'Employer time' (e.g. receiving one-on-one supervision, participating in staff meetings, etc.)	1.4	1.4	1.2	1.7	1.7
Program preparation/set-up/clean-up	2.7	2.7	2.9	3.1	3.1
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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Summary of Expenses for Adult Day Services

<i>Summary</i>	All Respondents			Respondents with <50% Rate (Admin. and Prog. Supp.)		
	Admin.	Prog. Supp.	Direct Care	Admin.	Prog. Supp.	Direct Care
Providers	3	3	3	2	2	2
Median Rate	15.3%	5.6%	50.9%	17.2%	4.9%	60.4%
Weighted Average Rate	16.0%	24.9%	58.1%	16.6%	5.0%	63.3%
<i>Detail by Expenditure Category</i>						
Wages and Salaries	\$86,028	\$309,439	\$542,075	\$31,784	\$38,223	\$325,102
Payroll taxes and benefits	\$13,203	\$52,278	\$73,372	\$3,566	\$4,093	\$34,824
Subtotal - Staffing Costs	\$99,231	\$361,718	\$615,448	\$35,350	\$42,316	\$359,926
Benefits Rate	13.3%	14.5%	11.9%	10.1%	9.7%	9.7%
Residential program facility expenses	\$0	\$0	\$0	\$0	\$0	\$0
Non-residential program facility expenses	\$0	\$0	\$204,101	\$0	\$0	\$150,901
Non-program facility expenses	\$26,550	\$0	\$0	\$26,550	\$0	\$0
Agency owned/leased vehicle expenses	\$1,534	\$1,842	\$11,961	\$1,457	\$1,457	\$11,652
Reimbursement for use of staff personal vehicles	\$440	\$53	\$3,025	\$40	\$53	\$3,025
Other travel related expenses (e.g., out of state travel)	\$3,199	\$0	\$500	\$3,199	\$0	\$500
Other taxes (excludes payroll taxes and personal income taxes)	\$17,958	\$0	\$0	\$17,958	\$0	\$0
Interest expense (non-mortgage and non-vehicle)	\$1,631	\$0	\$0	\$1,631	\$0	\$0
All general insurance (excludes vehicle insurance and staff benefits)	\$29,856	\$0	\$0	\$11,258	\$0	\$0
Licensing/certification/accreditation fees	\$1,168	\$0	\$0	\$1,168	\$0	\$0
Hiring expenses (e.g., advertising, background checks, etc.)	\$1,671	\$0	\$0	\$255	\$0	\$0
Organizational culture building and employee retention activities	\$2,657	\$1,313	\$0	\$2,514	\$31	\$0
Training Expense (e.g., fees and materials; exclude staff costs)	\$1,811	\$743	\$0	\$782	\$57	\$0
Office equipment and furniture	\$4,766	\$1,326	\$0	\$3,695	\$256	\$0
Information technology expense (e.g., computers and software)	\$8,162	\$893	\$0	\$6,391	\$450	\$0
Office supplies	\$12,950	\$25	\$0	\$10,625	\$25	\$0
Advertising	\$15,182	\$11,467	\$0	\$15,182	\$0	\$0
Dues and subscriptions	\$2,488	\$0	\$0	\$1,154	\$0	\$0
Payroll processing costs	\$8,378	\$0	\$0	\$4,578	\$0	\$0
Professional consulting - legal/accounting/interpretation/etc.	\$3,839	\$0	\$0	\$2,264	\$0	\$0
Allocated corporate office overhead	\$0	\$0	\$0	\$0	\$0	\$0
Program supplies and participation fees	\$750	\$0	\$51,088	\$750	\$0	\$35,213
Other	\$0	\$0	\$0	\$0	\$0	\$0
Subtotal - Other Operating Costs	\$144,987	\$17,662	\$270,675	\$111,448	\$2,327	\$201,291
Total Costs	\$244,217	\$379,379	\$886,122	\$146,798	\$44,643	\$561,217
Revenues	\$1,524,703	\$1,524,703	\$1,524,703	\$886,246	\$886,246	\$886,246

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Summary of Expenses for All Other Programs

<i>Summary</i>	All Respondents			Respondents with <50% Rate (Admin. and Prog. Supp.)		
	Admin.	Prog. Supp.	Direct Care	Admin.	Prog. Supp.	Direct Care
Providers	1	1	1	1	1	1
Median Rate	10.2%	5.4%	84.2%	10.2%	5.4%	84.2%
Weighted Average Rate	10.2%	5.4%	84.2%	10.2%	5.4%	84.2%
<i>Detail by Expenditure Category</i>						
Wages and Salaries	\$19,317	\$25,756	\$328,386	\$19,317	\$25,756	\$328,386
Payroll taxes and benefits	\$2,331	\$3,107	\$39,619	\$2,331	\$3,107	\$39,619
Subtotal - Staffing Costs	\$21,647	\$28,863	\$368,006	\$21,647	\$28,863	\$368,006
Benefits Rate	10.8%	10.8%	10.8%	10.8%	10.8%	10.8%
Residential program facility expenses	\$0	\$0	\$0	\$0	\$0	\$0
Non-residential program facility expenses	\$0	\$0	\$61,802	\$0	\$0	\$61,802
Non-program facility expenses	\$0	\$0	\$0	\$0	\$0	\$0
Agency owned/leased vehicle expenses	\$0	\$0	\$0	\$0	\$0	\$0
Reimbursement for use of staff personal vehicles	\$40	\$53	\$677	\$40	\$53	\$677
Other travel related expenses (e.g., out of state travel)	\$0	\$0	\$0	\$0	\$0	\$0
Other taxes (excludes payroll taxes and personal income taxes)	\$2,458	\$0	\$0	\$2,458	\$0	\$0
Interest expense (non-mortgage and non-vehicle)	\$1,631	\$0	\$0	\$1,631	\$0	\$0
All general insurance (excludes vehicle insurance and staff benefits)	\$4,758	\$0	\$0	\$4,758	\$0	\$0
Licensing/certification/accreditation fees	\$518	\$0	\$0	\$518	\$0	\$0
Hiring expenses (e.g., advertising, background checks, etc.)	\$200	\$0	\$0	\$200	\$0	\$0
Organizational culture building and employee retention activities	\$2,240	\$0	\$0	\$2,240	\$0	\$0
Training Expense (e.g., fees and materials; exclude staff costs)	\$637	\$0	\$0	\$637	\$0	\$0
Office equipment and furniture	\$1,395	\$0	\$0	\$1,395	\$0	\$0
Information technology expense (e.g., computers and software)	\$2,341	\$0	\$0	\$2,341	\$0	\$0
Office supplies	\$10,400	\$0	\$0	\$10,400	\$0	\$0
Advertising	\$1,651	\$0	\$0	\$1,651	\$0	\$0
Dues and subscriptions	\$654	\$0	\$0	\$654	\$0	\$0
Payroll processing costs	\$2,328	\$0	\$0	\$2,328	\$0	\$0
Professional consulting - legal/accounting/interpretation/etc.	\$2,264	\$0	\$0	\$2,264	\$0	\$0
Allocated corporate office overhead	\$0	\$0	\$0	\$0	\$0	\$0
Program supplies and participation fees	\$0	\$0	\$23,463	\$0	\$0	\$23,463
Other	\$0	\$0	\$0	\$0	\$0	\$0
Subtotal - Other Operating Costs	\$33,512	\$53	\$85,942	\$33,512	\$53	\$85,942
Total Costs	\$55,159	\$28,916	\$453,948	\$55,159	\$28,916	\$453,948
Revenues	\$539,234	\$539,234	\$539,234	\$539,234	\$539,234	\$539,234