

Joe Lombardo
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**STATE OF NEVADA
GOVERNOR'S FINANCE OFFICE
Budget Division**

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Date: January 29, 2025

To: Tiffany Greenameyer, Director
Governor's Finance Office

From: Karen Hall, Executive Branch Budget Officer 
Budget Division

Subject: INTERIM FINANCE COMMITTEE **INFORMATION** ITEM

The following describes an information item submitted for placement on the agenda of the next Interim Finance Committee meeting.

**DEPARTMENT OF HEALTH AND HUMAN SERVICES – DIVISION OF AGING AND
DISABILITY SERVICES**

Agenda Item Write-up:


Pursuant to the 2023 Legislative Session Letter of Intent – The Legislature requires semiannual reports on the status of provider rate increases and associated provider capacity and waitlists for intellectual and developmental disabilities waiver services including the number of individuals receiving services, the number of individuals waiting for services, the average client wait time, and the effect of the rate increase on provider capacity and the ability to meet service needs, associated concerns, or challenges.

Additional Information:

During the 2023 Legislative Session, \$105.7 million was approved in the Regional Centers budgets to increase rates paid to providers of intellectual and developmental disabilities waiver services.

Statutory Authority:

Submitted in accordance with 2023 Legislative Letter of Intent.

REVIEWED:	
INFO ITEM:	

Joe Lombardo
Governor



Richard Whitley, MS
Director

DEPARTMENT OF HEALTH AND HUMAN SERVICES

AGING AND DISABILITY SERVICES DIVISION
Helping people. It's who we are and what we do.



Dena Schmidt
Administrator

January 30, 2025

Assemblywoman Daniele Monroe-Moreno, Chair
Senator Marilyn Dondero Loop, Vice Chair
Interim Finance Committee
401 S. Carson Street
Carson City, NV 89701-4747

Dear Assemblywoman Monroe-Moreno and Senator Dondero Loop:

This report is being provided by the Aging and Disability Services Division, Developmental Services (DS) programs, to the Interim Finance Committee as requested by the Assembly Committee on Ways and Means and the Senate Committee on Finance in the Letter of Intent (dated August 18, 2023). DS consists of three regional centers: Desert Regional Center (DRC) serving urban Clark County (budget account 3279); Sierra Regional Center (SRC) serving Washoe County (budget account 3280); and Rural Regional Center (RRC) serving the remaining areas of the Nevada (budget account 3167). The following responses describe the status of the Supported Living Arrangement (SLA) and Jobs and Day Training (JDT) provider rate increases and the associated provider capacity and service waitlists.

Number of individuals receiving SLA and JDT services

The following tables represent the number of individuals with a paid SLA or JDT service in state fiscal year (SFY) 2023, SFY 2024 and SFY 2025 through November 30, 2025. Note: SFY 2025 numbers are based on services paid to date or projected to be paid, so numbers are subject to slight future alterations as provider billing is finalized.

SFY 2023 total persons with paid SLA services:

	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	April 2023	May 2023	June 2023
Total	2,276	2,284	2,287	2,288	2,302	2,278	2,260	2,194	2,207	2,207	2,154	2,332
DRC	1,247	1,260	1,266	1,264	1,282	1,266	1,266	1,267	1,271	1,280	1,295	1,267
RRC	295	294	299	295	296	294	276	205	216	217	175	276
SRC	734	730	722	729	724	718	718	722	720	710	684	789

SFY 2024 total persons with paid SLA services:

	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	April 2024	May 2024	June 2024
Total	2,403	2,431	2,430	2,457	2,451	2,500	2,545	2,549	2,543	2,547	2,538	2,537
DRC	1,296	1,313	1,326	1,361	1,368	1,368	1,394	1,415	1,416	1,392	1,402	1,405
RRC	320	320	314	310	278	319	318	318	325	335	327	307
SRC	787	798	790	786	805	813	833	816	802	820	809	825

SFY 2025 total persons with paid or projected to be paid SLA services:

	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024
Total	2,560	2,571	2,560	2,562	2,562
DRC	1,423	1,425	1,427	1,427	1,427
RRC	308	320	310	310	310
SRC	829	826	823	825	825

SFY 2023 total persons with paid JDT services:

	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	April 2023	May 2023	June 2023
Total	2,086	2,132	2,141	2,122	2,151	2,118	2,140	2,131	2,150	2,105	2,144	2,105
DRC	1,654	1,683	1,701	1,682	1,702	1,673	1,698	1,722	1,718	1,731	1,724	1,676
RRC	224	225	225	222	223	223	216	206	216	180	223	244
SRC	208	224	215	218	226	222	226	203	216	194	197	185

SFY 2024 total persons with paid JDT services:

	July 2023	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	April 2024	May 2024	June 2024
Total	2,129	2,127	2,139	2,190	2,203	2,199	2,219	2,238	2,222	2,267	2,286	2,266
DRC	1,708	1,707	1,705	1,757	1,775	1,774	1,815	1,834	1,834	1,814	1,835	1,829
RRC	242	236	245	233	229	230	209	207	187	247	246	243
SRC	179	184	189	200	199	195	195	197	201	206	205	194

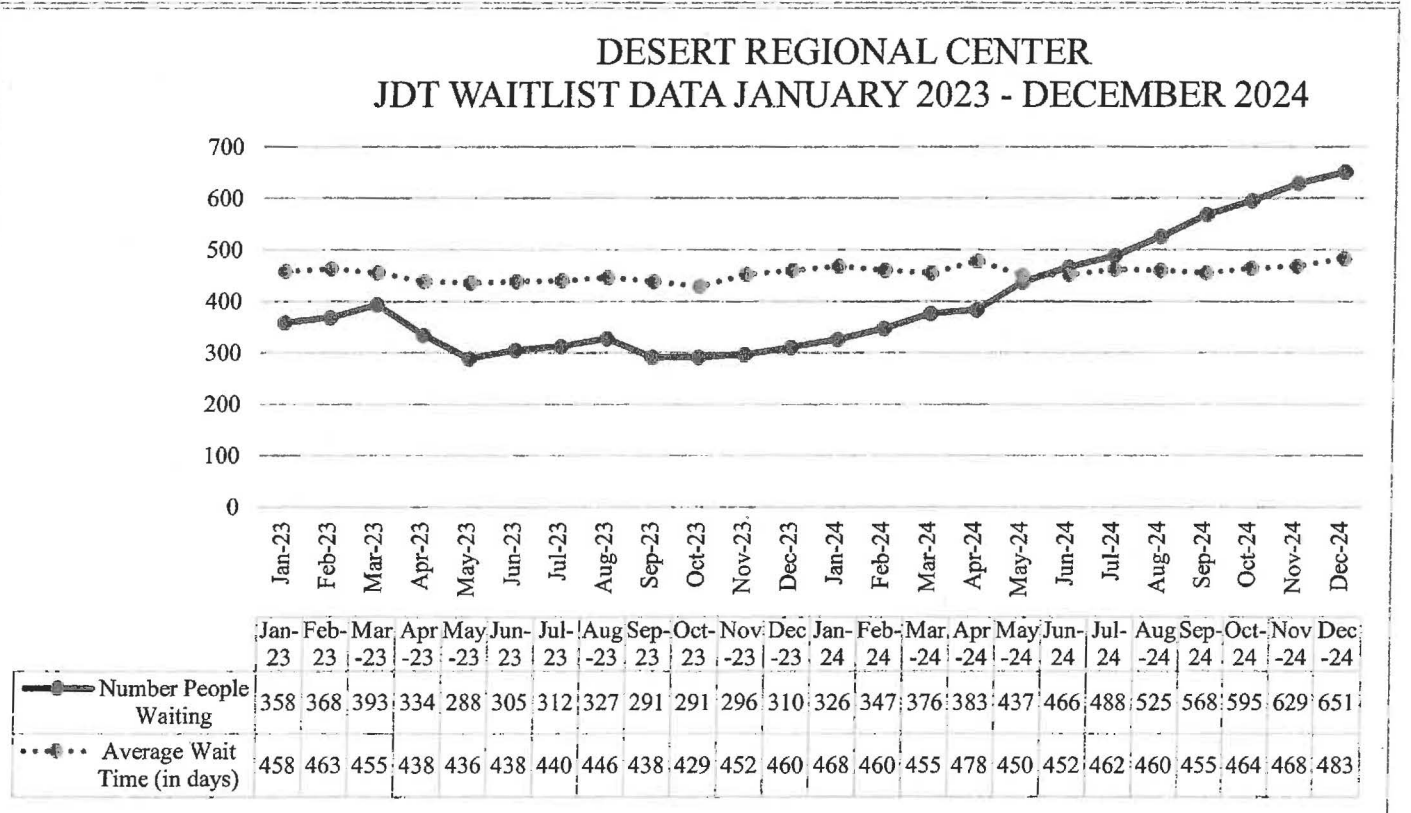
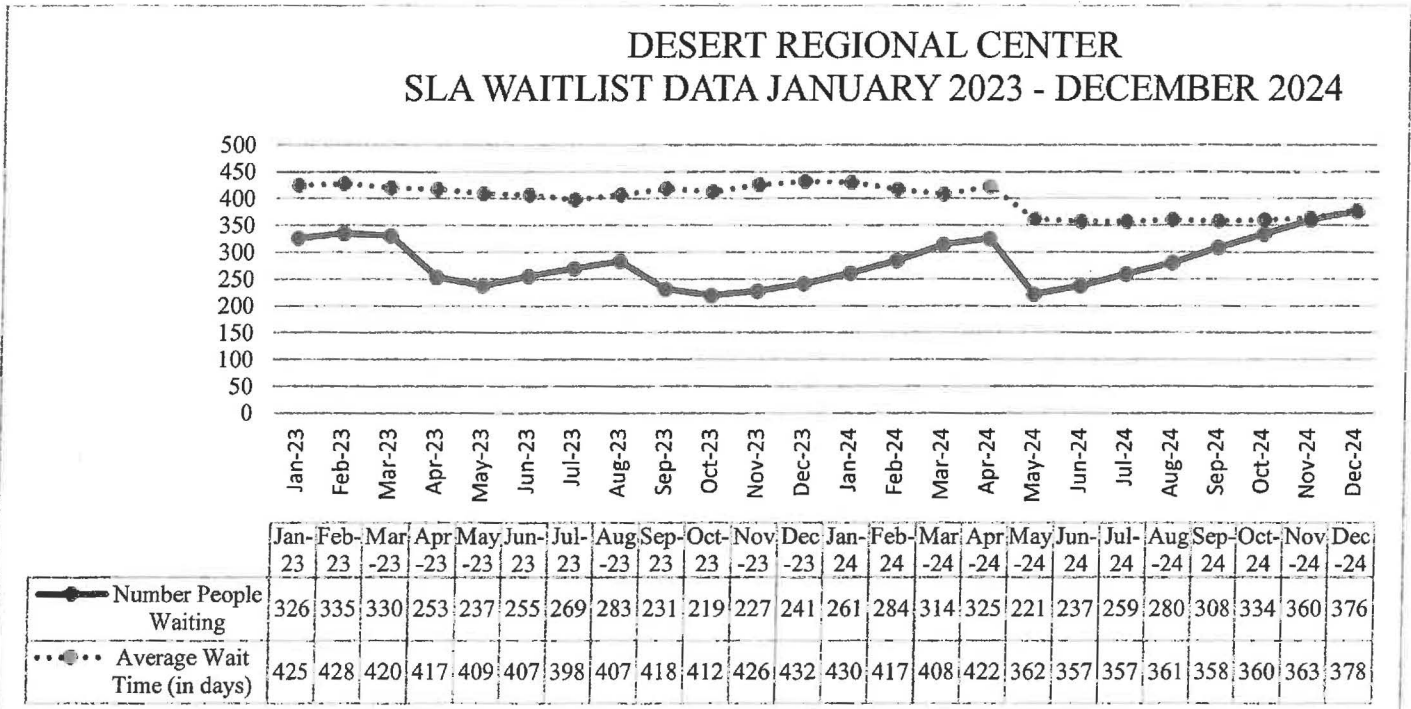
SFY 2025 total persons with paid or projected to be paid JDT services:

	July 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024
Total	2,263	2,298	2,276	2,298	2,298
DRC	1,832	1,858	1,828	1,850	1,850
RRC	236	231	245	245	245
SRC	195	209	203	203	203

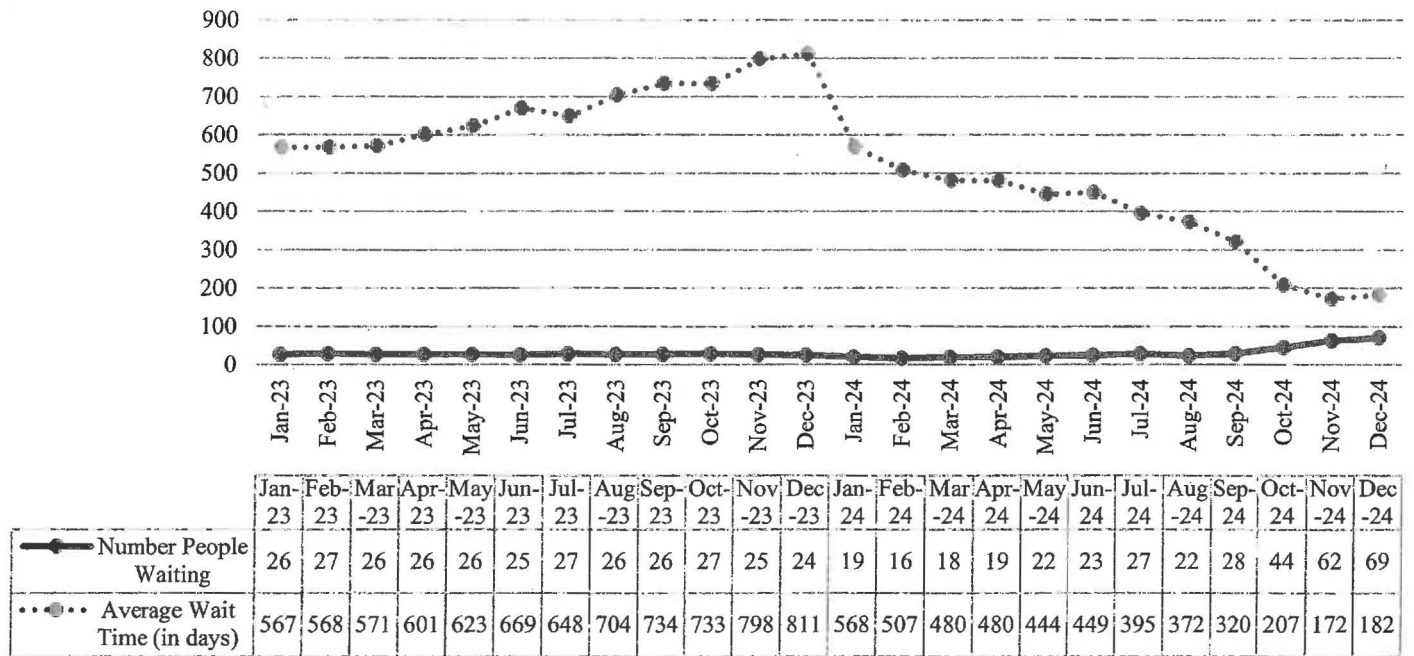
Number of individuals waiting for services and the average individual wait time

The following tables represent the number of individuals in each regional center waiting for either SLA or JDT services along with the average wait time for the two-year time period from January 1, 2023, to December 31, 2024.

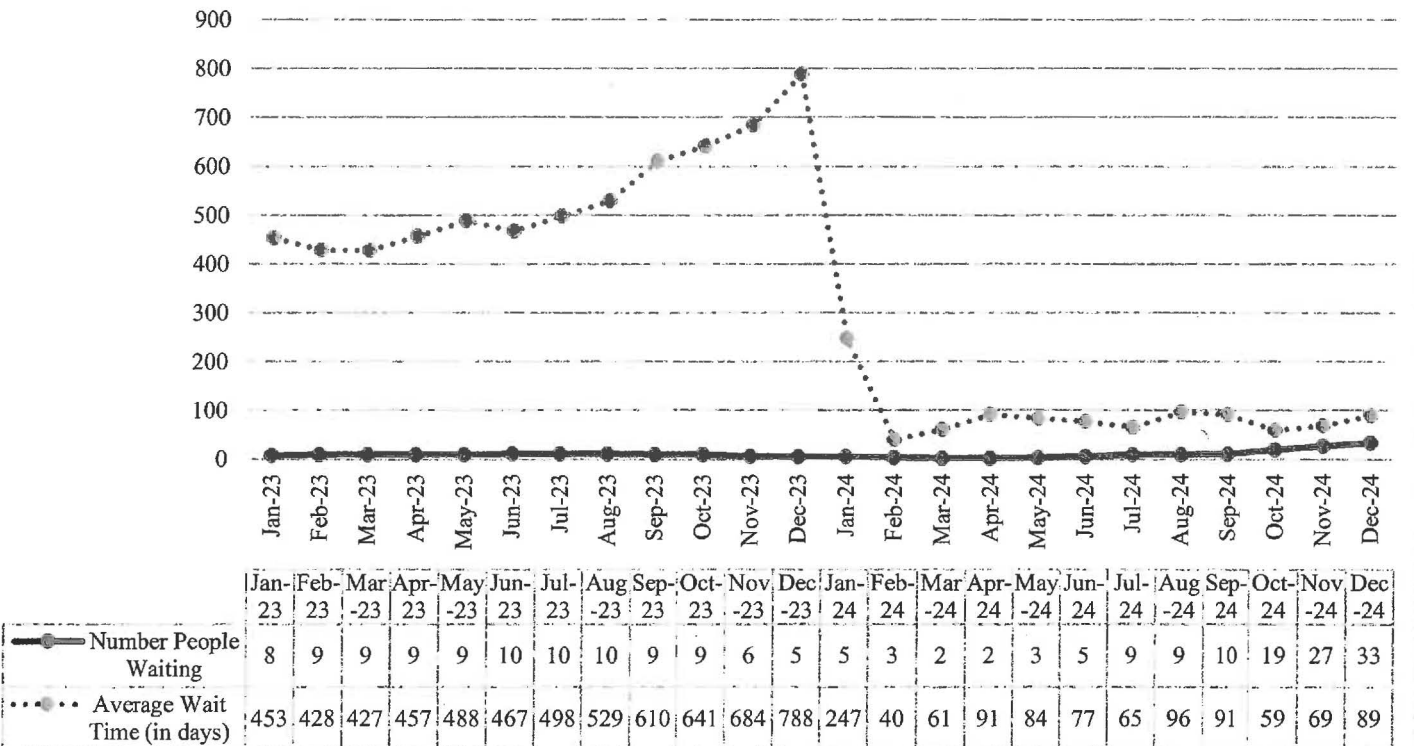
Desert Regional Center (DRC) data:



RURAL REGIONAL CENTER SLA WAITLIST DATA JANUARY 2023 - DECEMBER 2024

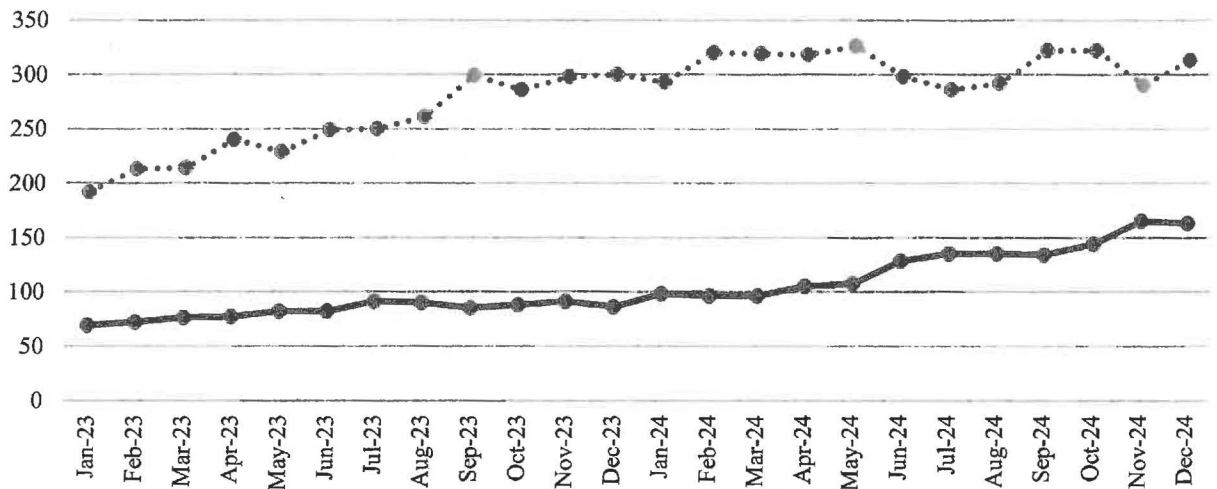


RURAL REGIONAL CENTER JDT WAITLIST DATA JANUARY 2023 - DECEMBER 2024



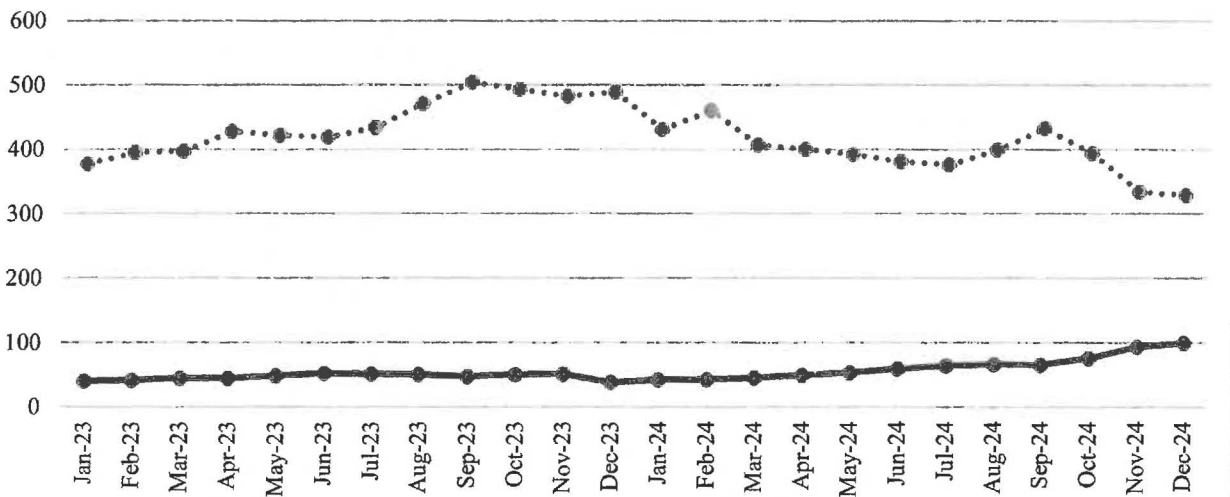
Sierra Regional Center (SRC) data:

SIERRA REGIONAL CENTER SLA WAITLIST DATA JANUARY 2023 - DECEMBER 2024



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Number People Waiting	69	72	76	77	82	82	91	90	85	88	91	86	98	96	96	105	107	128	135	135	134	144	165	163
Average Wait Time (in days)	192	213	214	240	229	249	250	261	299	286	298	300	293	320	319	318	326	298	286	292	322	322	290	313

SIERRA REGIONAL CENTER JDT WAITLIST DATA JANUARY 2023 - DECEMBER 2024



	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Number People Waiting	40	41	44	44	48	52	51	50	47	50	51	38	42	42	45	49	53	59	64	66	65	76	93	99
Average Wait Time (in days)	377	395	397	428	422	419	434	471	504	493	483	489	431	460	407	400	392	381	376	399	433	394	334	329

Discussion of the effect of the rate increases on provider capacity and the ability to meet service needs

The SLA and JDT providers have now received two rate increases in SFY 2024. The first began on July 1, 2023, and the second began on April 1, 2024. As of April 1, 2024, the service authorization methodology was also changed to align with national best practices. Of note, 24-hour Intensive Supported Living Arrangement (ISLA) residential services changed from a 15-minute rate unit to a daily rate. These daily rates are also tiered based on the amount and complexity of needed direct support professional (DSP) staff provided within the home. Additionally, JDT services moved from a daily rate to a 15-minute billing rate. This change will allow people served to build out a meaningful day of JDT services.

The rate increases did result in more people receiving both SLA and JDT services. Approximately 230 more people served are receiving SLA services as of November 2024 versus the end of SFY 2023. During this same time period, there are also approximately 190 more people served receiving JDT services. In comparison, only 45 more people served received SLA services and 37 more people served received JDT services at the end of SFY 2023 versus the end of SFY 2022. Therefore, significantly more individuals were added to SLA or JDT services in SFY 2024 and the beginning of SFY 2025 versus SFY 2022, which is indicative of increased provider capacity after the rate increases.

Unfortunately, the actual cost of the second rate increase has exceeded the projected cost approved by the Legislature. As of July 1, 2024, DS has added all new requests for SLA and JDT services onto the existing waitlists. The only new SLA and JDT services that have been added are for people who exhibit an emergent need that will result in homelessness, institutionalization, loss of housing placement, etc. Therefore, all waiting lists have increased in SFY 2025.

Adding to waitlist increases is an unprecedented caseload growth for DS that exceeded all projections. As of December 31, 2024, every regional center was serving more individuals with IDD than budgeted.

Region	Projected Caseload	Actual Caseload	Over/(Under) Budgeted	Percent Over/(Under) Budgeted
DRC	5,618	5,928	310	5.5%
RRC	826	849	23	2.8%
SRC	1,627	1,855	228	14.0%

SLA and JDT organizational providers across the state were surveyed by DS regarding pay and benefits provided to Direct Support Professionals, Residential Support Managers (SLA only), and Qualified Intellectual Disability Professionals (SLA only) for a payroll period in November or December 2024. Nearly identical surveys were sent to providers twice previously to collect payroll and benefits data for August of 2021, November of 2023, and May or June of 2024. The survey response rates are as follows:

Survey Number	Number of Providers who Responded	Number of Total Organizational Providers	Response Rate
1	42	71	59.2%
2	44	72	61.1%
3	44	70	62.9%

Within SLA and JDT services, Direct Support Professionals (DSPs) are those staff whose primary job duty is to work directly with people served teaching habilitative skills and providing general supervision. Residential Support Managers (RSMs) manage the cases of people served by an SLA agency. Qualified Intellectual Disability Professionals (QIDPs) manage the cases of people served by an SLA agency and are responsible for the overall SLA services provided. QIDPs must have at least a bachelor’s degree in a Human Services field and one year of experience working with people with intellectual or developmental disabilities. As of April 1, 2024, QIDPs began billing at a higher rate for their services than a RSM that does not meet QIDP qualifications.

Direct Support Professional (DSP) Data

DSP number employed and wages:

	Total DSPs Employed	Lowest DSP Hourly Wage	Highest DSP Hourly Wage	Average DSP Hourly Wage**
8/2021	2,495*	\$9.00	\$33.36	\$13.03
11/2023	2,906	\$10.50	\$38.07	\$15.27
6/2024	3,079	\$11.50	\$35.36	\$16.78
12/2024	3,108	\$12.00	\$34.00	\$16.97

*question not answered by two providers

**calculated based on the average hourly wage reported by each provider

DSP benefits provided as reported in first survey (part-time and full-time not delineated):

	Percentage of Providers Offering Paid Time Off (PTO) to DSPs	Percentage of Providers Offering Paid Holidays to DSPs	Percentage of Providers Offering Health Insurance to DSPs	Percentage of Providers Offering Dental Insurance to DSPs	Percentage of Providers Offering Vision Insurance to DSPs
8/2021	79.4%	58.8%	67.6%	61.8%	58.8%
11/2023	82.1%	51.3%	66.7%	66.7%	64.1%

Note: 2021 based on 34 provider responses and 2023 based on 39 provider responses

DSP benefits provided to part-time DSPs as reported in second and third surveys:

	Percentage of Providers Offering Paid Time Off (PTO) to Part-Time DSPs	Percentage of Providers Offering Paid Holidays to Part-Time DSPs	Percentage of Providers Offering Health Insurance to Part-Time DSPs	Percentage of Providers Offering Dental Insurance to Part-Time DSPs	Percentage of Providers Offering Vision Insurance to Part-Time DSPs
6/2024	55.2%	26.3%	18.4%	18.4%	18.4%
12/2024	52.5%	50.0%	17.5%	22.5%	22.5%

DSP benefits provided to full-time DSPs as reported in second and third surveys:

	Percentage of Providers Offering Paid Time Off (PTO) to Full-Time DSPs	Percentage of Providers Offering Paid Holidays to Full-Time DSPs	Percentage of Providers Offering Health Insurance to Full-Time DSPs	Percentage of Providers Offering Dental Insurance to Full-Time DSPs	Percentage of Providers Offering Vision Insurance to Full-Time DSPs
6/2024	79.4%	52.6%	76.3%	76.3%	73.7%
12/2024	72.5%	62.5%	67.5%	70.0%	70.0%

DSP overtime and reported vacancy rates:

	Average DSP Vacancy Percentage	Average Percentage of DSP Wages paid as Overtime
8/2021	6.4%	6.4%
11/2023	13.4%	6.8%
6/2024	9.5%	6.6%
12/2024	7.1%	7.6%

Note: These averages are not weighted by size of provider

Residential Support Manager (RSM) and Qualified Intellectual Disability Professional (QIDP) Data

RSM number employees and wages:

	Total RSMs Employed	Lowest RSM Hourly Wage	Highest RSM Hourly Wage	Average RSM Hourly Wage**
8/2021	103*	\$13.84	\$32.25	\$21.84
11/2023	109*	\$15.75	\$43.26	\$25.26
6/2024	129	\$13.52	\$59.71	\$25.74
12/2024	110	\$15.00	\$62.50***	\$26.60

*question not answered by two providers

**calculated based on the average hourly wage reported by each provider

Note: Many providers reported RSMs are paid as salaried exempt employees, so hourly wage is based on the full-time salary provided.

***Business owner also works as RSM

QIDP number employed and wages:

	Total QIDPs Employed	Lowest QIDP Hourly Wage	Highest QIDP Hourly Wage	Average QIDP Hourly Wage**
8/2021	64*	\$15.00	\$44.90	\$25.94
11/2023	109*	\$17.30	\$41.66	\$28.65
6/2024	81	\$17.50	\$90.86***	\$32.81
12/2024	89	\$19.50	\$66.25	\$33.01

*question not answered by two providers

**calculated based on the average hourly wage reported by each provider

***Business owner also works as QIDP

Note: Many providers reported QIDPs are paid as salaried exempt employees, so hourly wage is based on the full-time salary provided.

RSM and QIDP benefits provided (RSM and QIDP not delineated):

	Percentage of Providers Offering Paid Time Off (PTO) to RSMs and QIDPs	Percentage of Providers Offering Paid Holidays to RSMs and QIDPs	Percentage of Providers Offering Health Insurance to RSMs and QIDPs	Percentage of Providers Offering Dental Insurance to RSMs and QIDPs	Percentage of Providers Offering Vision Insurance to RSMs and QIDPs
8/2021	81.8%	63.6%	77.3%	68.2%	63.6%
11/2023	76.9%	61.5%	76.9%%	69.2%	65.4%

Note: 2021 based on 22 provider responses and 2023 based on 26 provider responses.

RSM benefits provided as reported in second and third surveys:

	Percentage of Providers Offering Paid Time Off (PTO) to RSMs	Percentage of Providers Offering Paid Holidays to RSMs	Percentage of Providers Offering Health Insurance to RSMs	Percentage of Providers Offering Dental Insurance to RSMs	Percentage of Providers Offering Vision Insurance to RSMs
6/2024	82.1%	57.1%	82.1%	78.6%	75.0%
12/2024	76.0%	72.0%	72.0%	68.0%	68.0%

QIDP benefits provided as reported in second and third surveys:

	Percentage of Providers Offering Paid Time Off (PTO) to QIDPs	Percentage of Providers Offering Paid Holidays to QIDPs	Percentage of Providers Offering Health Insurance to QIDPs	Percentage of Providers Offering Dental Insurance to QIDPs	Percentage of Providers Offering Vision Insurance to QIDPs
6/2024	87.5%	62.5%	78.1%	75%	71.9%
12/2024	76.5%	73.5%	64.7%	64.7%	64.7%

The rates that began on April 1, 2024, were designed to support average hourly wages of \$18.00 for DSPs, \$21.56 for RSMs, and \$34.91 for QIDPs. In addition, the rates supported various benefits for employees, including 10 paid holidays annually, 15 days of paid time off (PTO), and health insurance with an average employer contribution of \$527.93 per month per participating employee. Unfortunately, in the eight (8) months since these new rates began, the majority of providers are not meeting these wage and benefit expectations.

For DSPs, while the overall average hourly wage of \$16.97 is approaching the expected average of \$18.00 per hour, 77.5% of providers surveyed did not meet the \$18.00 per hour average within their agency. One provider reported an extremely low hourly wage average of \$12.82 for their 55 DSP employees. That same provider reported a starting wage of \$12.00 per hour (Nevada minimum wage) and the highest wage paid to a DSP of \$16.00 per hour. The current average DSP wage range by provider percentage is as follows:

Average DSP Wage Range Paid	Percentage of Providers Responding
\$12.00 - \$12.99 per hour	2.5%
\$13.00 - \$13.99 per hour	0%
\$14.00 - \$14.99 per hour	10%
\$15.00 - \$15.99 per hour	22.5%
\$16.00 - \$16.99 per hour	25%
\$17.00 - \$17.00 per hour	17.5%
\$18.00 - \$18.99 per hour	10%
\$19.00 - \$19.99 per hour	2.5%
\$20.00 - \$20.99 per hour	2.5%
\$21.00 - \$21.99 per hour	2.5%
\$22.00 - \$22.99 per hour	2.5%
\$23.00 - \$23.99 per hour	0%
\$24.00 - \$24.99 per hour	0%
\$25.00 - \$25.99 per hour	0%
\$26.00 - \$26.99 per hour	2.5%

For DSP part-time staff working fewer than 30 hours per week, only 52.5% of agencies are offering any amount of PTO and 50.0% of agencies offer paid holidays. Only 17.5% of providers offer health insurance to part-time DSPs. It was noted that several of the agencies that do offer PTO to part-time DSP staff award 0.01923 hours of PTO for every hour worked in accordance with Nevada's Paid Leave law. Full-time DSP staff working 30-plus hours per week are generally offered more benefits with 72.5% of agencies offering some level of PTO, 62.5% offering paid holidays and 67.5% offering health insurance.

For RSM staff, 24.0% of providers surveyed did not meet the average wage of \$21.56 per hour. However, all but two (2) providers were paying an average wage of more than \$20.00 per hour. Provider agencies are offering benefits to RSMs at a higher rate than DSPs, however only 76.0% offer PTO and 72.0% offer paid holidays and health insurance to RSM staff.

The overall average wage for QIDP staff is \$33.01 per hour, which is lower than the expected average of \$34.91 per hour. Of surveyed providers, 67.7% did not meet an average wage of \$34.91 per hour. The current average QIDP wage range by provider percentage is as follows:

Average QIDP Wage Range Paid	Percentage of Providers Responding
\$20.00 - \$29.99 per hour	41.2%
\$30.00 - \$39.99 per hour	35.3%
\$40.00 - \$49.99 per hour	20.6%
\$50.00 - \$59.99 per hour	0%
\$60.00 - \$69.99 per hour	2.9%*

**Reported by one provider where the business owner is also the QIDP*

Note: Many providers reported QIDPs are paid as salaried exempt employees, so hourly wage is based on the full-time salary provided.

The rate of benefits provided to QIDP staff is similar to RSM staff with 76.5% of provider agencies offering PTO, 73.53% offering paid holidays and 64.71% offering health insurance to QIDPs.

Associated concerns or challenges

The rate increases did result in additional SLA and JDT services being provided across the state. However, the actual cost of the second rate increase has exceeded projections, resulting in increasing waitlists and wait times for these services. DS staff continue to add as many people as possible to the Home and Community Based Waiver for Individuals with Intellectual and Developmental Disabilities to lower State General Fund costs. Staff are also reviewing all service authorizations on an individual level to ensure services are authorized at appropriate cost levels.

The DS Quality Assurance (QA) team works to certify and approve new DS providers. Attempts have been made, and will continue to be made, to find new providers who already operate in other states, or within Nevada for similar types of services. The number of providers available to DS has grown slightly from SFY 2022 through SFY 2025 to date.

DRC SLA and JDT Organizational Providers Opened and Closed:

	SFY 2022	SFY 2023	SFY 2024	SFY 2025 to date	Total
NEW SLA PROVIDERS OPENED	0	2	1	1	4
SLA PROVIDERS CLOSED	1	1	0	0	2
NEW JDT PROVIDERS OPENED	2	1	1	1	5
JDT PROVIDERS CLOSED	0	0	0	0	0

RRC SLA and JDT Organizational Providers Opened and Closed:

	SFY 2022	SFY 2023	SFY 2024	SFY 2025 to date	Total
NEW SLA PROVIDERS OPENED	1	0	1	0	2
SLA PROVIDERS CLOSED	1	1	0	0	2
NEW JDT PROVIDERS OPENED	0	0	0	0	0
JDT PROVIDERS CLOSED	0	1	0	0	1

SRC SLA and JDT Organizational Providers Opened and Closed:

	SFY 2022	SFY 2023	SFY 2024	SFY 2025 to date	Total
NEW SLA PROVIDERS OPENED	1	0	2	2	5
SLA PROVIDERS CLOSED	0	2	2	1	5
NEW JDT PROVIDERS OPENED	0	1	0	0	1
JDT PROVIDERS CLOSED	1	1	0	0	2

Statewide, there has been a net gain of two (2) SLA organizational providers and a net gain of three (3) JDT organizational providers since July 1, 2021. DS continues to see gaps in some service delivery areas, such as a need for increased SLA provider options in the Elko, Ely, and other surrounding rural areas. A new JDT provider will be opening in the Reno/Sparks area before June 30, 2025, which has been a large service gap for many years. DS has also been notified by some providers statewide that they are ready to expand once funding is available for additional service.

Dena Schmidt, Administrator
Aging and Disability Services Division

cc: Tiffany Greenameyer, Director, Governor's Finance Office
Karen Hall, Executive Budget Officer, Governor's Finance Office
Richard Whitley, Director, Department of Health and Human Services
Christina Hadwick, Interim Deputy Director for Fiscal Services, Department of Health and Human Services
Shannon Litz, Deputy Director for Programs, Department of Health and Human Services
Jessica Adams, Deputy Administrator, Aging and Disability Services Division
Ellen Crecelius, Deputy Administrator, Aging and Disability Services Division