

## HOUSE BILL 395 ANNUAL REPORT

### SEPTEMBER 1, 2025

### HEALTH CARE AUTHORITY, DEVELOPMENTAL DISABILITIES SUPPORTS DIVISION

#### BACKGROUND

In 2023 Governor Michelle Lujan Grisham signed House Bill (HB) 395 into law. HB 395 requires the Health Care Authority's Developmental Disabilities Supports Division (DDSD), to collect and report demographic and compensation data on developmental disabilities direct support provider agency employees. The bill also amended a section of the New Mexico Developmental Disabilities Act regarding the determination of rates paid for support and services.

| Definitions                              |                                                                                                                                                                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Direct Support Professional (DSP)</b> | A non-administrative employee or subcontractor of a direct support provider agency. DSPs spend the majority of their working hours providing supportive services to individuals with developmental disabilities who live and work in the community. |
| <b>Direct Support Provider Agency</b>    | An entity that has a Medicaid provider participation agreement with the Medical Assistance Division of the Health Care Authority (HCA) and a provider agreement with the DDSD.                                                                      |

DDSD has defined direct support provider agencies for its three home and community-based services waivers as agencies who employed or subcontracted with people who provided the following support services to individuals with intellectual and developmental disabilities.

| <b>Developmental Disabilities (DD) Waiver</b>                                                                                                                                                                                                                                                                                         | <b>Medically Fragile (MF) Waiver</b>                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Community Integrated Employment Services</li> <li>• Customized Community Supports Services</li> <li>• Customized In-Home Supports</li> <li>• Family Living Services</li> <li>• Intensive Medical Living Services</li> <li>• Respite Services</li> <li>• Supported Living Services</li> </ul> | <b>Mi Via (MV) Waiver</b>                                                                                                                                                                                                                                                                                                         |
|                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Community Supports</li> <li>• Home Health Aide</li> <li>• Respite Services</li> <li>• Employment Supports</li> <li>• Home Health Aide</li> <li>• Homemaker</li> <li>• Direct Support Respite Services</li> <li>• In Home Living Supports</li> <li>• Community Direct Supports</li> </ul> |

## METHODOLOGY

Under the HB 395 law, all direct support provider agencies reported workforce characteristics from the previous calendar year, including the number of full- and part-time DSPs employed, length and percentage of employment during the year, education level, work experience, wages, and employee benefits. It also included detailed demographic data such as age, gender, race and ethnicity.

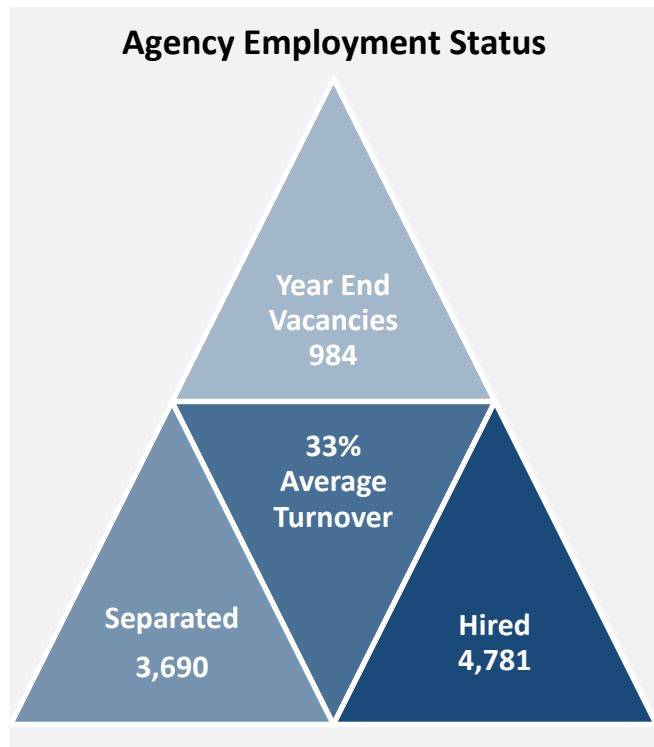
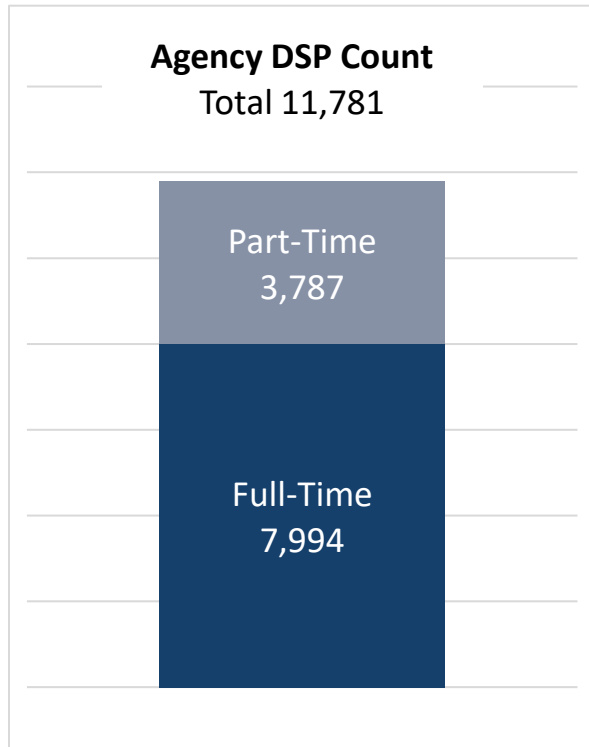
DDSD provided direct support agencies with a survey tool to capture individual DSP specific employment characteristics and demographics. DDSD collected these surveys and direct support agency level information through an online data collection and submission form.

Responses were received from all 91 provider agencies, a 100% response rate at agency level, with nearly all survey questions completed. All agency level (aggregated) information had a 100% valid response rate. DSP level (disaggregated) information averaged 97% of the aggregated information.

## ANALYSIS

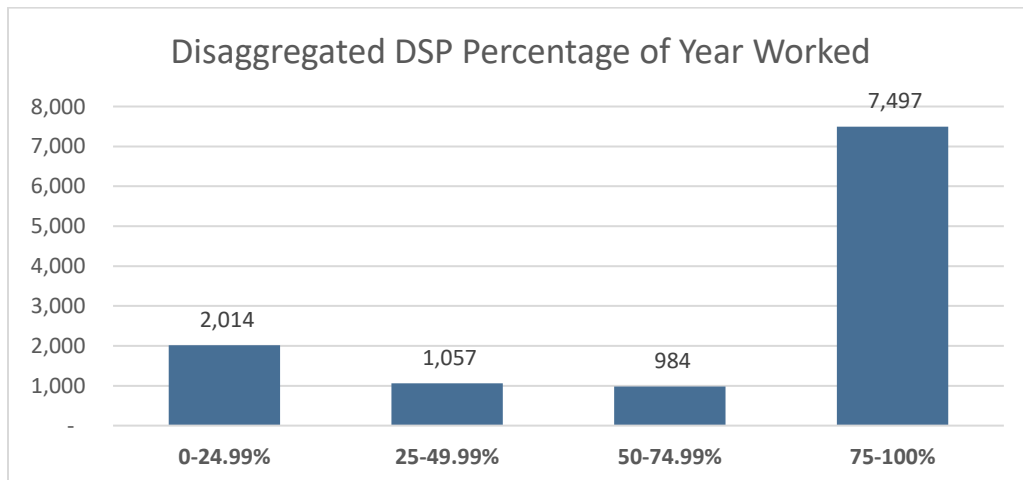
The following graphics and tables provide comprehensible results of the direct support professional workforce from 2024, based on data received from provider agencies that support individuals with intellectual and developmental disabilities through one of the state's three (3) home and community-based Medicaid waivers.

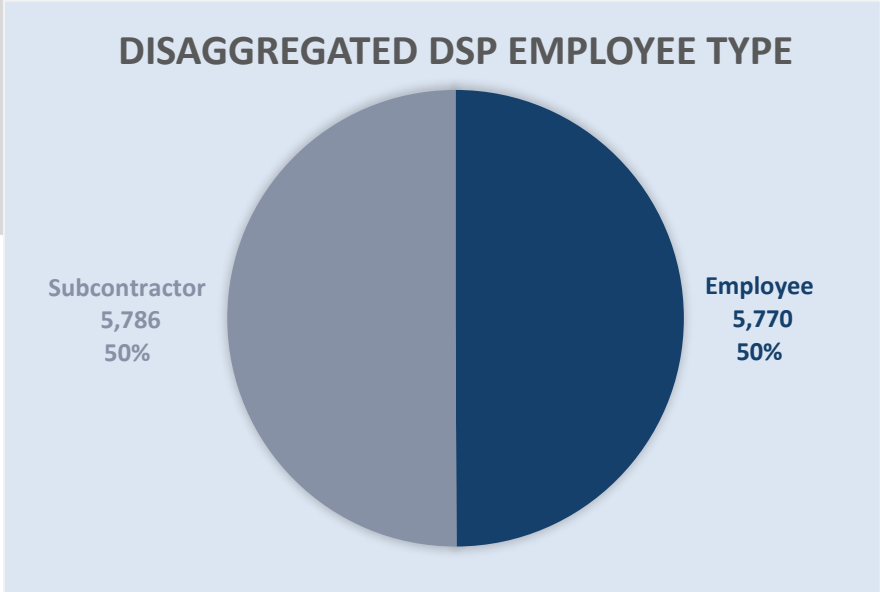
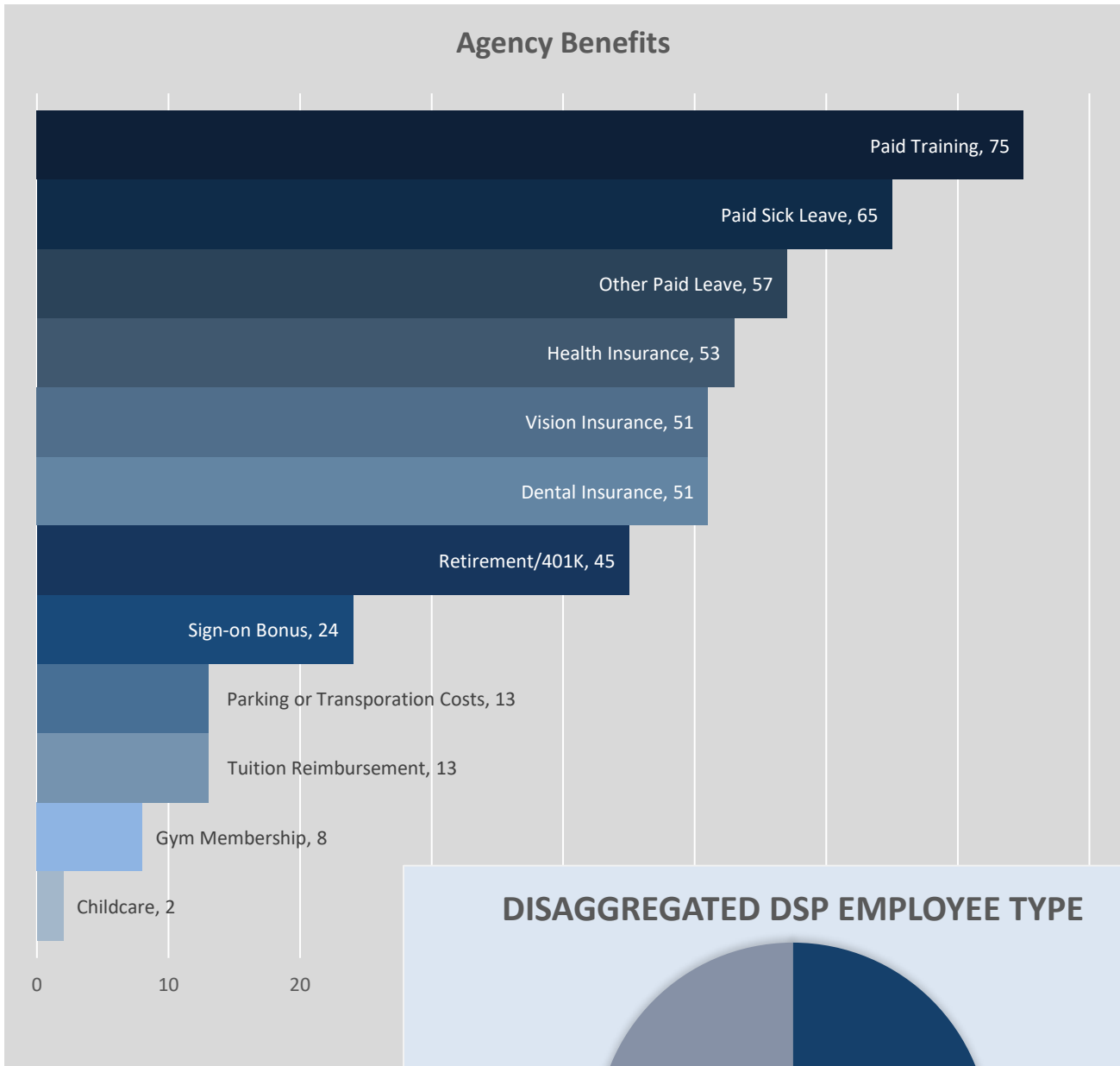
## AGENCY LEVEL RESULTS CALENDAR YEAR 2024



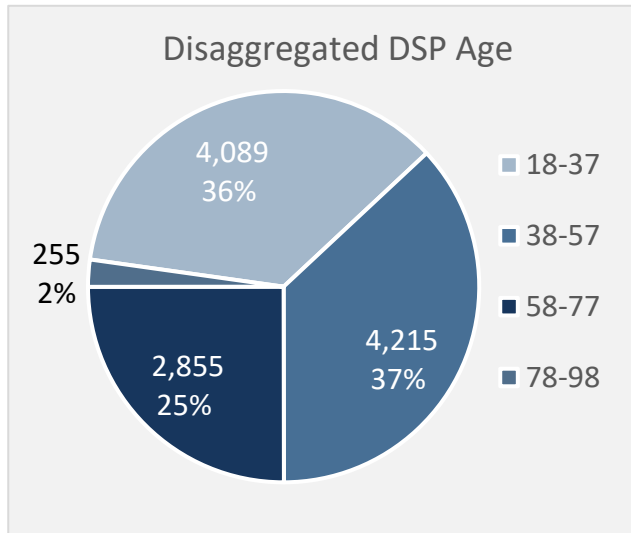
**Agency Employment Table**

|       | Aggregated Full-Time | Aggregated Part-Time | Disaggregated Total Employees | Aggregated Vacancies 12/31/24 |
|-------|----------------------|----------------------|-------------------------------|-------------------------------|
| Min   | 2                    | 0                    | 3                             | 0                             |
| Max   | 377                  | 524                  | 688                           | 85                            |
| Avg   | 88                   | 42                   | 129                           | 11                            |
| Total | 7,994                | 3,787                | 11,602                        | 984                           |





## DEMOGRAPHIC ANALYSIS OF DSP WORKFORCE



**Gender Table**

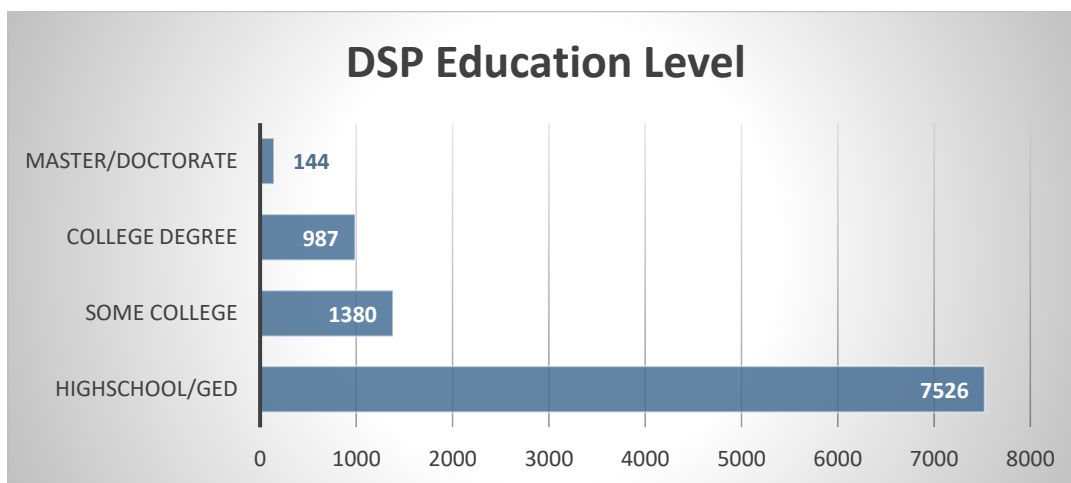
| Gender            | Total Responses |        |
|-------------------|-----------------|--------|
| Male              | 3,023           | 26.1%  |
| Female            | 8,551           | 76.7%  |
| X                 | 2               | < 0.1% |
| Declined to state | 24              | < 0.1% |

**Ethnicity Table**

| Ethnicity          | Total Responses |     |
|--------------------|-----------------|-----|
| Hispanic or Latino | 5,880           | 52% |
| Not Hispanic       | 4,256           | 37% |
| Declined to State  | 1,214           | 11% |

**Race Table**

| Race                                      | Total Responses |       |
|-------------------------------------------|-----------------|-------|
| American Indian                           | 809             | 7%    |
| Asian/Pacific Islander                    | 68              | 1%    |
| Black                                     | 681             | 6%    |
| Caucasian                                 | 2,758           | 24%   |
| Hispanic                                  | 5,444           | 47%   |
| Native Hawaiian or Other Pacific Islander | 16              | <0.1% |
| Other                                     | 203             | 2%    |
| Two or more Races                         | 343             | 3%    |
| Unknown                                   | 1,277           | 11%   |

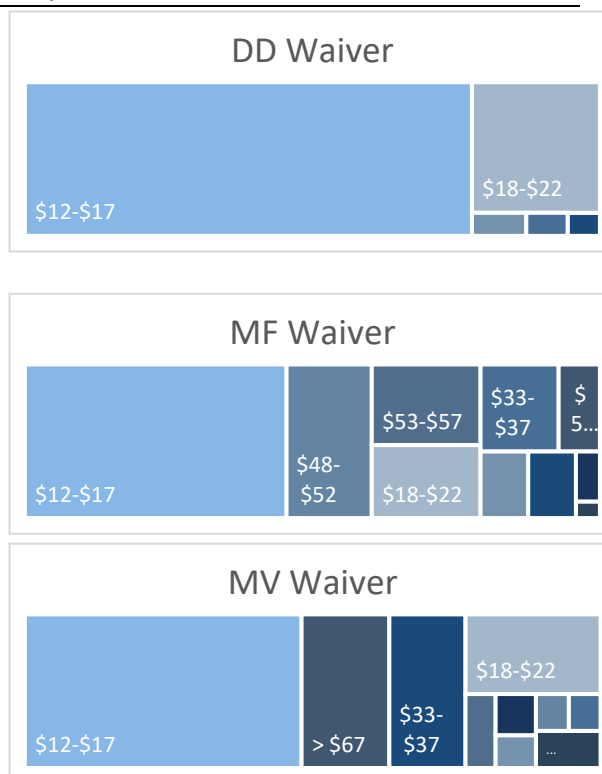
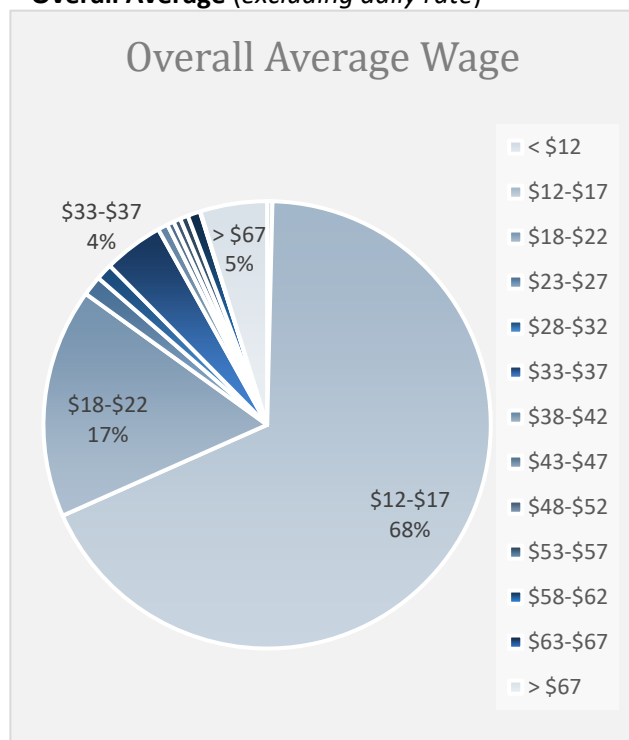


## WAGE PAID BY DIRECT SUPPORT PROVIDER AGENCIES

### Disaggregated DSP Average Hourly Wage by Service

| Service                                  | Staff | Wage    | Most Common | Min     | Max      |
|------------------------------------------|-------|---------|-------------|---------|----------|
| <b>DD Waiver</b>                         |       |         |             |         |          |
| Community Integrated Employment Services | 1,363 | \$16.97 | \$16.60     | \$12.00 | \$64.00  |
| Customized Community Supports            | 3,299 | \$16.39 | \$16.00     | \$12.00 | \$68.50  |
| Customized In-Home Supports              | 1,285 | \$16.80 | \$15.00     | \$12.00 | \$64.00  |
| Intensive Medical Living Services        | 645   | \$17.50 | \$19.70     | \$12.00 | \$32.81  |
| Respite                                  | 572   | \$16.46 | \$12.00     | \$9.75  | \$60.00  |
| Supported Living Services                | 4,084 | \$15.65 | \$16.00     | \$12.00 | \$150.00 |
| Family Living Services <i>Daily Rate</i> | 1,454 | \$96.60 | \$90.00     | \$67.43 | \$321.04 |
| <b>MF Waiver</b>                         |       |         |             |         |          |
| Community Supports                       | 33    | \$17.77 | \$13.00     | \$12.00 | \$42.00  |
| Home Health Aide                         | 52    | \$14.02 | \$12.00     | \$10.00 | \$20.00  |
| Respite                                  | 137   | \$37.82 | \$50.00     | \$12.00 | \$60.00  |
| <b>MV Waiver</b>                         |       |         |             |         |          |
| Community Direct Supports                | 1,330 | \$23.89 | \$16.00     | \$12.00 | \$172.11 |
| Employment Supports                      | 487   | \$16.68 | \$14.55     | \$12.00 | \$52.00  |
| Home Health Aide                         | 404   | \$16.10 | \$14.55     | \$12.00 | \$40.00  |
| Homemaker Direct Support                 | 401   | \$16.06 | \$14.55     | \$12.00 | \$20.25  |
| In Home Living Supports                  | 2,128 | \$71.49 | \$145.59    | \$2.82  | \$552.32 |
| Respite                                  | 448   | \$19.70 | \$14.55     | \$12.00 | \$60.00  |

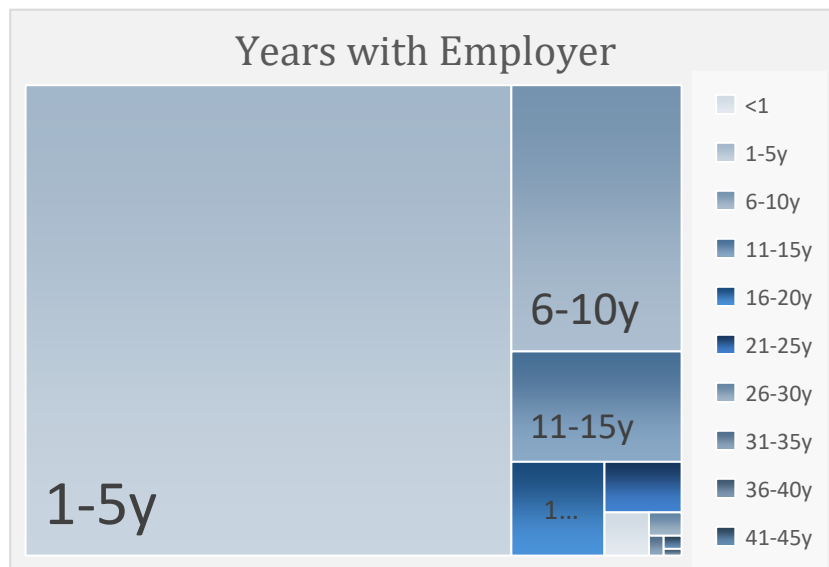
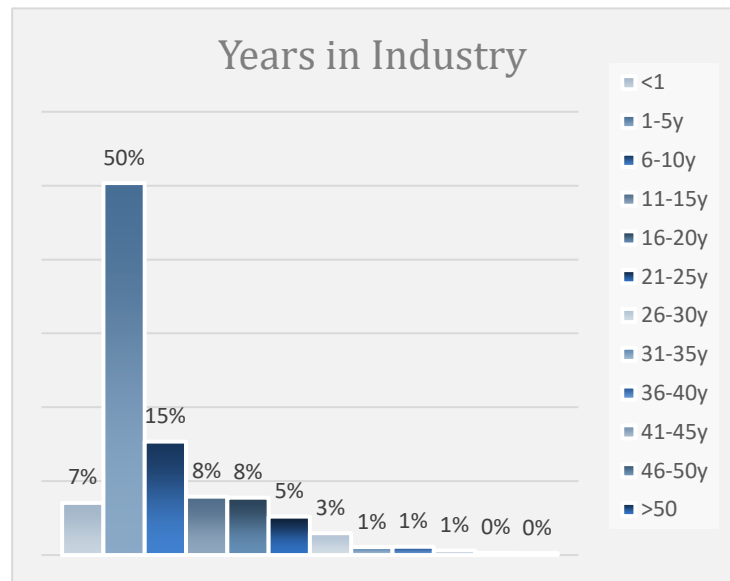
#### Overall Average (excluding daily rate)



## AVERAGE LENGTH OF EMPLOYMENT

**Years in Industry Table**

| Years | Total Responses |       |
|-------|-----------------|-------|
| <1    | 761             | 7.1%  |
| 1-5   | 5,425           | 50.3% |
| 6-10  | 1,655           | 15.4% |
| 11-15 | 852             | 7.9%  |
| 16-20 | 837             | 7.8%  |
| 21-25 | 561             | 5.2%  |
| 26-30 | 319             | 3.0%  |
| 31-35 | 117             | 1.1%  |
| 36-40 | 121             | 1.1%  |
| 41-45 | 65              | 0.6%  |
| 46-50 | 32              | 0.3%  |
| >51   | 30              | 0.3%  |



**Years with Employer**

| Years | Total Response |       |
|-------|----------------|-------|
| <1    | 65             | 0.6%  |
| 1-5   | 7,774          | 74%   |
| 5-10  | 1,544          | 14.7% |
| 10-15 | 640            | 6.1%  |
| 16-20 | 298            | 2.8%  |
| 20-25 | 133            | 1.3%  |
| 26-30 | 26             | 0.2%  |
| 31-35 | 10             | 0.1%  |
| 36-40 | 4              | 0.0%  |
| 41-45 | 8              | 0.1%  |
| 46-50 | 0              | 0.0%  |
| >51   | 0              | 0.0%  |

## SUMMARY AND CONCLUSION

- A total of 11,602 DSPs reported at the agency level, with about 67.5% being full-time employees.
- Women dominate the industry in New Mexico making up an astonishing 73.9% of the field.
- About 78.8% of DSPs obtain a high school education while the remaining obtain some college or college degrees.
- Out of the responses collected, 5,186 are paid between \$12.00 and \$17.00. Only 63 employees are paid below the \$12.00 minimum wage.
- 74% of the agencies offer sick leave, 57% offer health insurance, and 52% offer retirement benefits.

HB 395 data collection and analysis provides a set of quality metrics to measure progress over time in improving recruitment, development, and retention efforts. The State will continue to strategize with intellectual and developmental disabilities community providers to strengthen the DSP workforce and improve quality support for the people we serve. DSPs are often the most vital connection in the lives of people with intellectual and developmental disabilities, providing the support that makes independence and inclusion possible.