

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	
Direct Support Professional (DSP)	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.
Direct Support Provider Agency	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.

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

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.

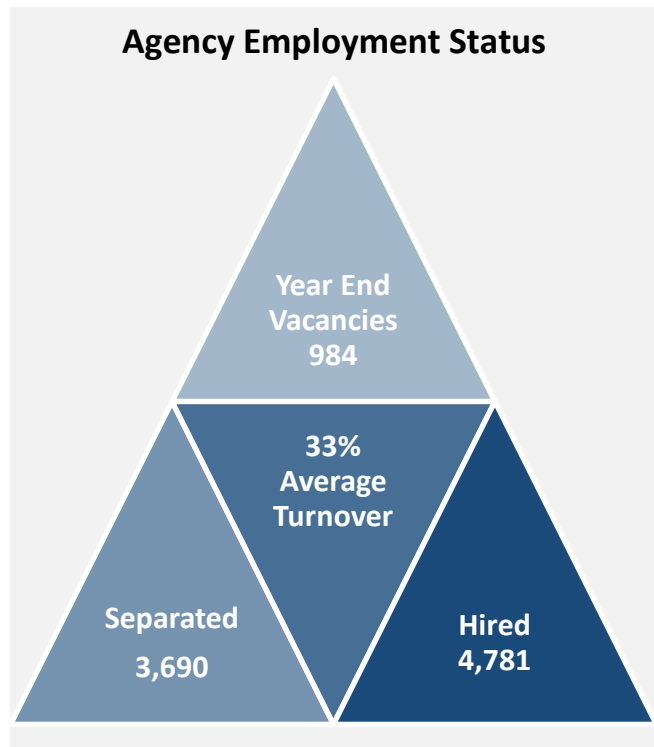
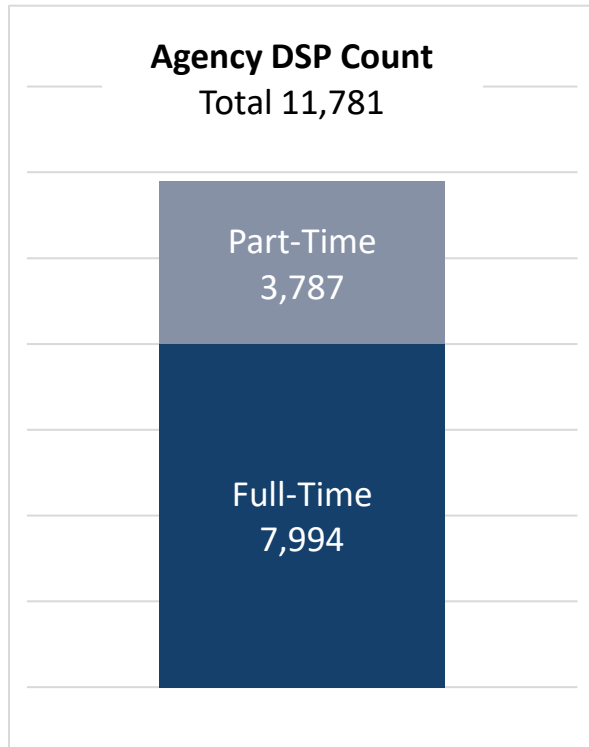
DDSD provided direct support agencies with a survey tool to capture individual DSP specific employment characteristics and demographics. DDSD collected these surveys and direct support agency level information through an online data collection and submission form.

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

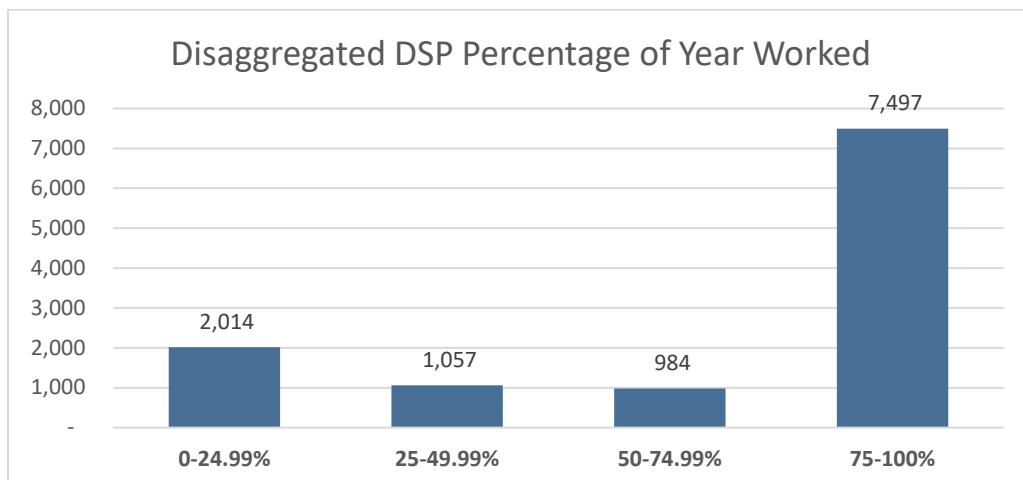
The following graphics and tables provide comprehensible results of the direct support professional workforce from 2024, based on data received from provider agencies that support individuals with intellectual and developmental disabilities through one of the state's three (3) home and community-based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

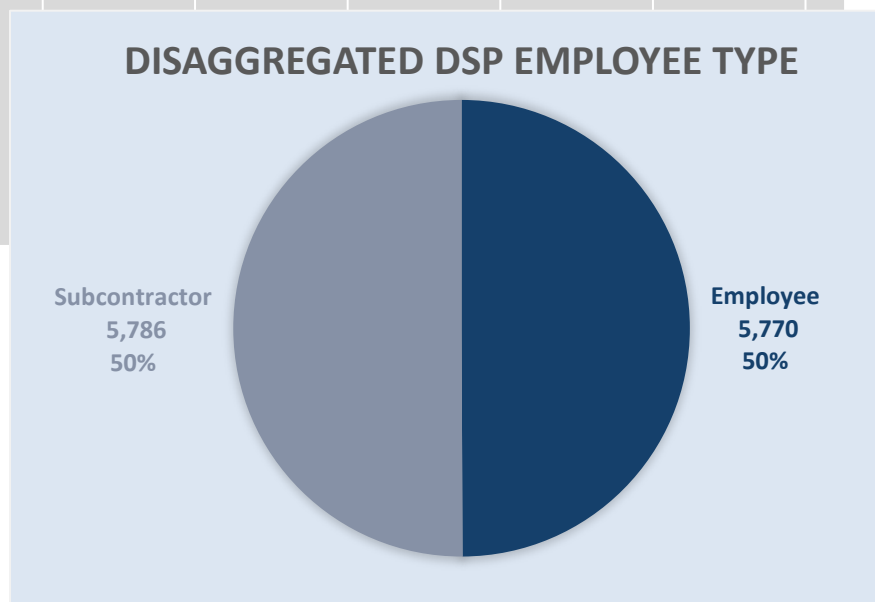
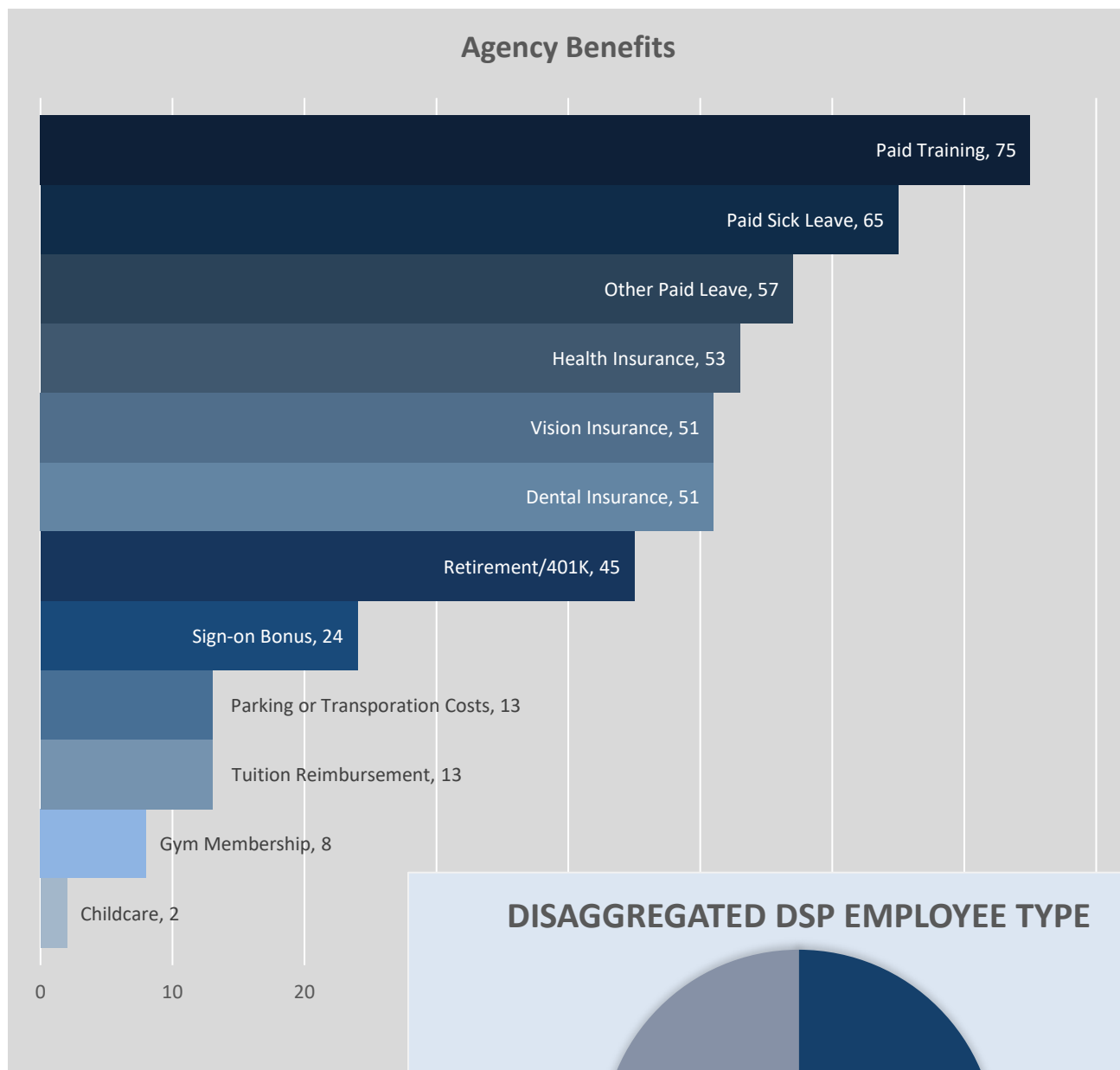
AGENCY LEVEL RESULTS CALENDAR YEAR 2024



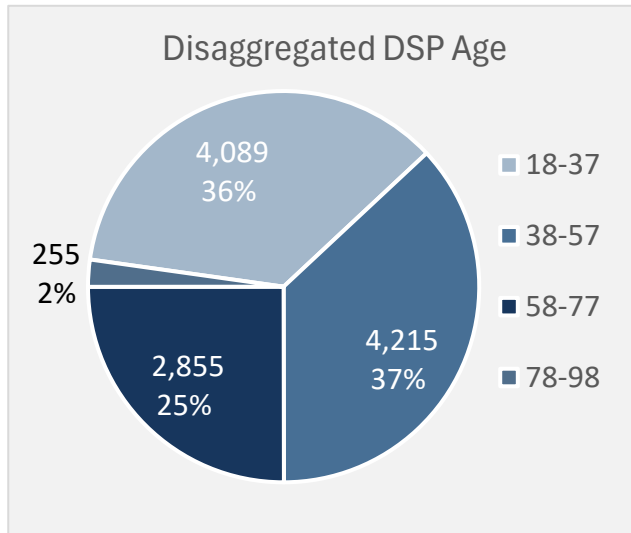
Agency Employment Table

	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

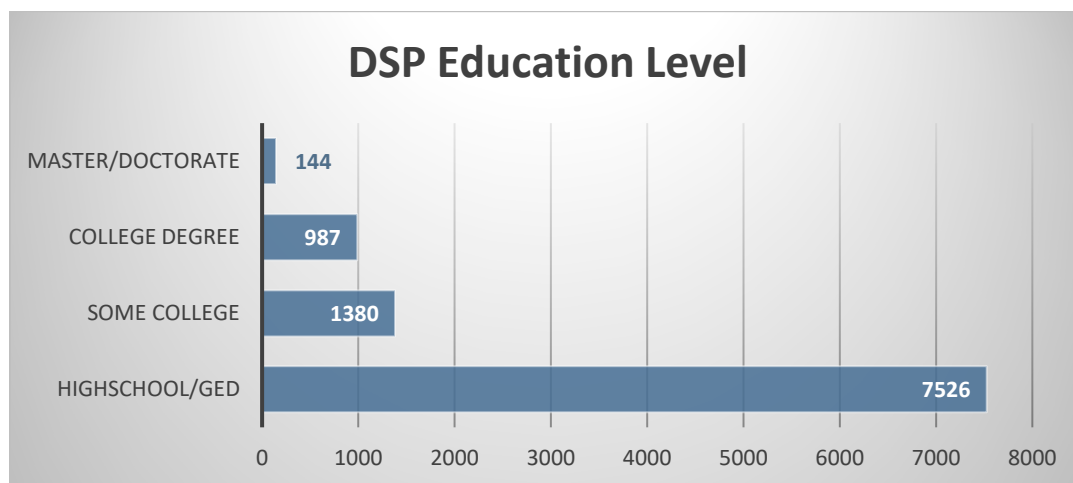
Gender	Total Responses	
Male	3,023	26.1%
Female	8,551	76.7%
X	2	< 0.1%
Declined to state	24	< 0.1%

Ethnicity Table

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

Race Table

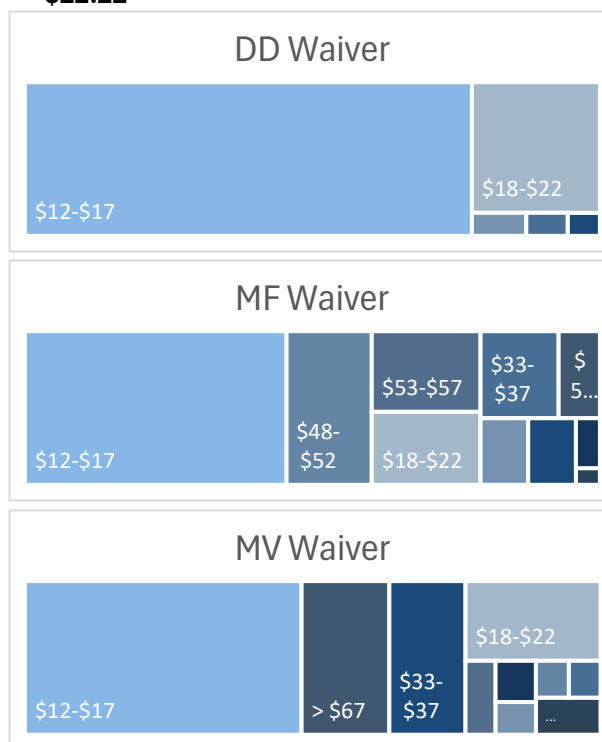
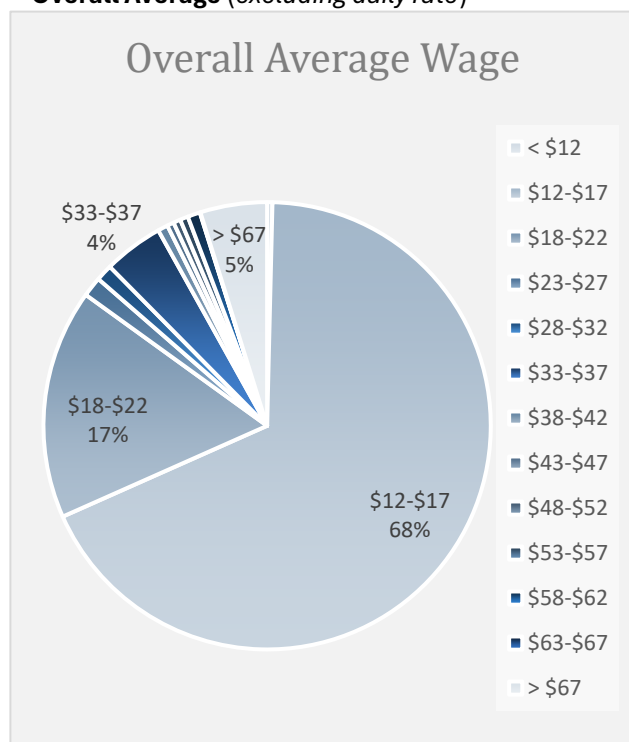
Race	Total Responses	
American Indian	809	7%
Asian/Pacific Islander	68	1%
Black	681	6%
Caucasian	2,758	24%
Hispanic	5,444	47%
Native Hawaiian or Other Pacific Islander	16	<0.1%
Other	203	2%
Two or more Races	343	3%
Unknown	1,277	11%



WAGE PAID BY DIRECT SUPPORT PROVIDER AGENCIES

Disaggregated DSP Average Hourly Wage by Service

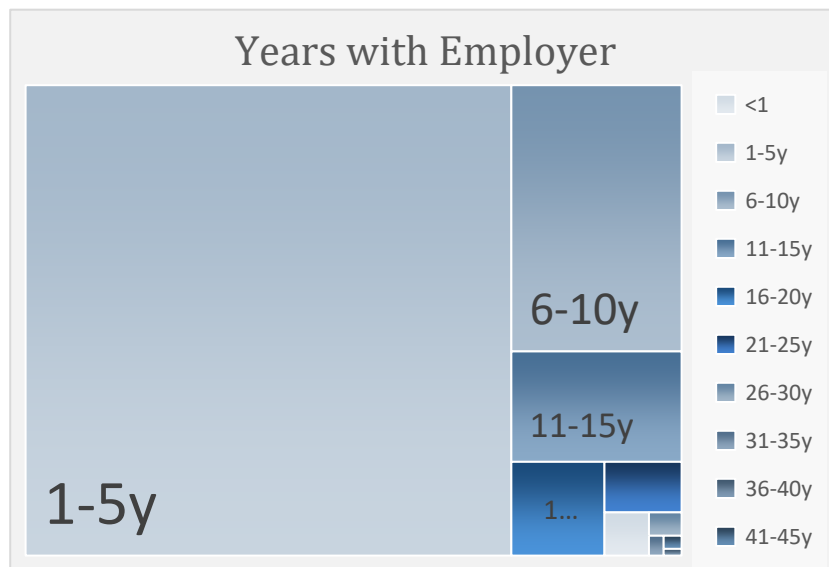
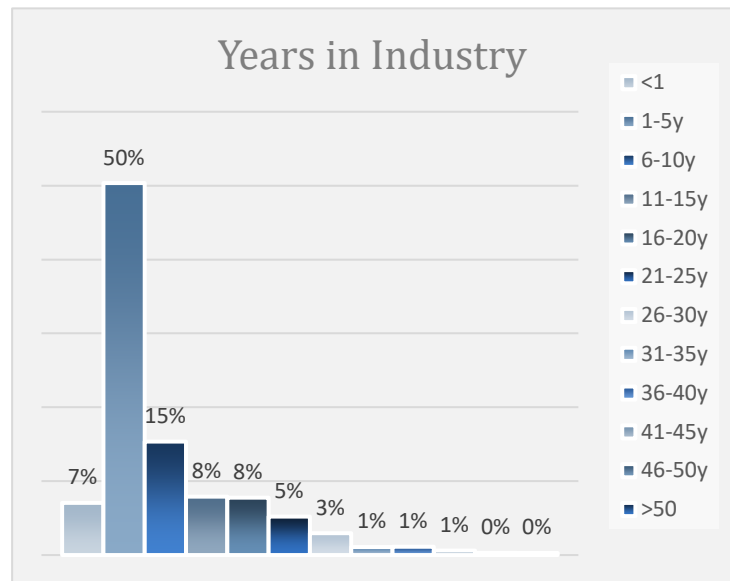
Service	Staff	Wage	Most Common	Min	Max
DD Waiver					
Community Integrated Employment Services	1,363	\$16.97	\$16.60	\$12.00	\$64.00
Customized Community Supports	3,299	\$16.39	\$16.00	\$12.00	\$68.50
Customized In-Home Supports	1,285	\$16.80	\$15.00	\$12.00	\$64.00
Intensive Medical Living Services	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
MF Waiver					
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
MV Waiver					
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)		\$22.22			



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.