



2009 Compensation and Benefits Survey: DDAWNY

Final Report

HR Foundations

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DDAWNY 2009 Compensation & Benefits Survey

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Job Data Definition of Terms

Company Size: "Large" = 250+ employees at local, "Small" = <250 employees

Union: Union designation was selected for each job title at each company.

Average Rate: The average figure reported by each organization are totaled and then divided by the number of organizations reporting.

Overall Average Rate Paid: The average resulting when all base salaries are totaled and divided by the number of base salaries reported. Used only for positions with more than one level.

Weighted Average Rate Paid: The average rate paid weighted by the number of employees reported for the position. For each company, the average rate is multiplied by the number of employees in that position. These figures are then averaged to create the weighted average.

Median Average Rate Paid: The value in a set that is the fiftieth percentile (i.e. one half of the values reported are *above* this number and one half are *below* this number). Each average rate reported by each company is ranked in numerical order, from lowest to highest. The middle figure represents the median. When the set contains an even number, the median is the average of the two central values.

Starting rate: The minimum pay rate established by each organization for this specific job title; typically the rate of pay offered to new hires (often equivalent to a salary range minimum).

Lowest Paid: The actual minimum (lowest) rate of pay for any employee in this job title at the organization. Reported only if more than one incumbent.

Highest Paid: The actual maximum (highest) rate of pay for any employee in this job title at the organization. Reported only if more than one incumbent.

Number of Incumbents: The total number of people reported in a given job.

Note: If less than three (3) companies reported data on a specific job, the job was dropped from this analysis.

Explanations of Job Data Analysis

Average Starting Rate: The average of the Starting Rate reported by all participants.

Average Lowest Paid: The average of the Lowest Paid reported by all participants.

Average Highest Paid: The average of the Highest Paid reported by all participants.

Average Hourly Rate: Average of the Average Hourly Rate reported by all participants.

Average Annual Rate: Average of the Average Annual Rate reported by all participants.

Weighted Average Hourly Rate: The Average Hourly Rate weighted by the number of employees in this job at each company (see formula below).

Weighted Average Annual Rate: The Average Annual Rate weighted by the number of employees in this job at each company (see formula below).

Number of companies that reported that job:	N
Average Pay Rate for this job at company C:	S_C
Number of employees in this job at company x:	e_x
Total number of employees in this job:	E

$$\text{Weighted Avg. Rate} = \frac{\sum_{x=1}^N (S_C \times e_x)}{E}$$

Note: The Weighted Avg. Hourly/Annual Rate can vary significantly from the other average rates, when a few companies with many employees in this job pay very high/ low rate.

Median: The Median is calculated by company, not by the number of employees. Example: If 23 companies provided data for a job, the median is the Avg. Hourly/Annual Rate of the 12th company.

Comments on data entry rules:

- Participants were instructed to report compensation as of **October 1** of the survey year.
- If an organization did not provide data for the columns Starting Rate, Lowest Paid, or Highest Paid, it was left blank.
- If an organization provided data for Starting Rate, Lowest Paid, Highest Paid, we made no assumptions for the Average Hourly Rate.
- Fields Lowest Paid and Highest Paid were only completed for positions with more than one incumbent reported by each organization; this is done to reflect actual pay variations in job titles with multiple incumbents.
- To protect the anonymity of data, if an organization reported more than 100 employees in a job this was changed to "100"

Participating Organizations

Organization	Address Line 1	City	State	Zip
Aspire of WNY	2356 North Forest Rd.	Getzville	NY	14068
Autistic Services Inc	4444 Bryant Stratton Way	Williamsville	NY	14221
Baker Victory Services	780 Ridge Road	Lackawanna	NY	14218
Buffalo Hearing & Speech Center	50 E. North Street	Buffalo	NY	14203
Claddagh Commission Inc.	PO BOX 266	Derby	NY	14047
Community Services	180 Oak Street	Buffalo	NY	14203
Heritage Center	101 Oak Street	Buffalo	NY	14203
Niagara CP	9812 Lockport Road	Niagara Falls	NY	14304
Opportunities Unlimited of Niagara	2393 Niagara Falls Blvd	Niagara Falls	NY	14304
People Inc.	PO BOX 9033	Williamsville	NY	14231
Rivershore Inc.	PO Box 884	Lewiston	NY	14092
Southeast Works	181 Lincoln Street	Depew	NY	14043
Suburban Adult Services	960 Maple Court	Elma	NY	14059
Summit Educational Resources	150 Stahl Road	Getzville	NY	14068
The ARC of Orleans	PO BOX 439	Albion	NY	14111
The Resource Center	880 East 2nd Street	Jamestown	NY	14701

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Non-Exempt

Accountant (Associate)	Page 13
Associate Level Accountant	
Accounting Clerk	Page 13
Prepares necessary journal entries, reconciles accounts, processes payments and compiles segments of monthly closings and annual reports receivables in accordance with standard procedures.	
Administrative Assistant/ Secretary	Page 14
Performs general office support such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, preparing reports, or providing information to callers.	
At Home Services Full Time	Page 15
Provides direct care services in an at home setting	
At Home Services Part Time	Page 15
Provides direct care services in an at home setting	
At Home Services Relief	Page 16
Provides direct care services in an at home setting	
Benefits Specialist	Page 16
Processes benefit applications. Interfaces with benefit providers. Provides information to employees regarding benefits. Prepares benefit payroll information. Reconciles billing with applications and payroll reports	
Case Managers	Page 17
Provides case management to consumers who do not fall under Medicaid Service Coordination	
Cleaner/Janitorial Worker	Page 17
Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.	
Clinic Coordinator - Article16	Page 18
Responsible for providing supervision and coordination of program services. Assures compliance with regulations	

Community Relations Specialist	Page 18
Provides clerical and administrative support to resource development, public relations and volunteer efforts of the agency	
Cook/housekeeper for residential home	Page 18
Shop for groceries, prepare meals, household cleaning.	
COTA / PTA	Page 19
Licensed Certified Occupational Therapy Assistant or Licensed Physical Therapy Assistant	
Day/DTC Full-Time	Page 19
Provides direct care services in a day setting	
Day/DTC Part-Time	Page 20
Provides direct care services in a day setting	
Day/DTC Relief	Page 20
Provides direct care services in a day setting	
Executive Assistant	Page 21
Supports and assists senior managers, directors, and executives. Drafts professional and confidential documents, emails, reports and letters on executives behalf. May make meeting or travel arrangements, or maintain executive's schedule.	
Human Resources Assistant	Page 21
Supports Human Resource functions on an administrative level, including compensation and benefits, training, staffing or compliance.	
In-home Respite Worker	Page 22
Care for individual at their home for brief periods to give caregivers a break. Part-time.	
IT Technician (Hardware Support)	Page 22
Network and hardware support	
IT Training & Software Support	Page 22
Software support	
Job Coach	Page 23
Coaches and provides support to consumers at employment sites	

Job Developer	Page 23
Develops job opportunities for consumers and places consumers in employment sites	
Maintenance Technician	Page 24
Performs maintenance duties, ie: general plumbing, electrical and carpentry	
Marketing Specialist	Page 24
Serves as coordinator for marketing operations. Coordinates internal department and facility communications and advertising. Utilizes special media for daily activities and special events. Coordinates brochure design, layout and printing.	
Medicaid Service Coordinators	Page 25
Provides service coordination to consumers. Develops, implements and monitors ISP's and other plans, proposals and agreements as required	
Nurse, Licensed LPN	Page 25
Care for ill, injured, convalescent, or disabled persons in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.	
Office Clerical	Page 26
Entry level position that performs varied clerical duties requiring limited knowledge of office systems and procedures. Duties may include answering telephones, word processing, data entry, office machine operation, and filing.	
Payroll Clerk	Page 26
Processes payroll time input for all employees. Receives and edits computer data and gives approval to generate checks. Performs all related payroll calculations.	
Residential Direct Care - Full Time	Page 27
Provides direct care services in a residential setting	
Residential Direct Care - Part Time	Page 27
Provides direct care services in a residential setting	
Residential Direct Care Relief	Page 28
Provides direct care services in a residential setting	
Teacher Aide	Page 28
Provides direct care services in school setting	
Teacher Assistant	Page 29
Certified Teacher Assistant	

Treatment Coordinator **Page 29**

Coordinates provision of all treatments and/or therapies by treating professionals in a person's treatment plan

Exempt

Accountant (Bachelors) **Page 30**

Bachelor Level Accountant

Behavior Coordinator **Page 30**

Responsible for design and implementation of Behavior Management Programs, supervises Behavior Specialists. Bachelors Degree or equivalent experience required.

Behavior Specialist **Page 31**

Monitors and updates behavioral services and plans for program participants. Provides ongoing support and training to staff for behavioral needs. Usually requires bachelor degree, reports to Behavior Coordinator.

Buyer (Purchasing Agent) **Page 31**

Plans and purchases materials or products from suppliers at the lowest cost, given consideration of quality, source reliability and urgency of need. Interviews vendors and recommends sources of supply. Negotiates prices and delivery schedules.

Day Program Coordinator **Page 32**

Oversees all aspects of multiple Day Hab/Day Treatment programs

Dietitian **Page 32**

Registered Dietician - can be supervisory

Human Resource Generalist **Page 33**

Provides HR support in a broad range of HR functional areas including recruitment and selection, employee relations, legal compliance and compensation/benefits programs.

Human Resource Recruiter **Page 33**

Develops communications messages, media and outlets designed to attract job applicants. May interview applicants to determine if desired skill and personality characteristics are present.

Human Resource Trainer **Page 34**

Conducts training and education programs. May assess individual and organizational training needs and requirements, and may recommends and coordinates external training resources as required.

IT Network Administrator **Page 34**

Provides support to local area network systems, including procedures, security, software and hardware support, and problem resolution.

Nurse, Registered RN **Page 35**

Registered Nurse

Occupational Therapist **Page 35**

Licensed Occupational Therapist

Occupational Therapist w/ Supervisory Resp. **Page 36**

Responsible for coordination of occupational therapy to consumers. Supervises Occupational Therapists and Occupational Therapy Assistants

Physical Therapist **Page 36**

Licensed Physical Therapist

Physical Therapist w/ Supervisory Resp **Page 37**

Responsible for coordination of physical therapy to consumers. Supervises Physical Therapists and Physical Therapy Assistants

Psychologist - MS **Page 37**

Masters Level Psychologist

Psychologist - PhD **Page 37**

PhD Level Psychologist

QA Administrator **Page 38**

Responsible for administration of Quality Assurance Programs

QA Investigator **Page 38**

Responsible for investigating Quality Assurance Complaints/Audits

QMRP - Qualified Mental Retardation Professional **Page 39**

Oversees regulatory requirements of all residential programs

Residential Program Coordinator **Page 39**

Oversees all aspects of multiple group homes

Social Worker - BS **Page 40**

Bachelor Level Social Worker

Social Worker - MS **Page 40**

Masters Level Social Worker

Speech Therapist **Page 41**

Licensed Speech Therapist

Speech Therapist w/ Supervisory Resp. **Page 41**

Responsible for coordination of speech therapy to consumers. Supervises Speech Therapists and/or Assistants

Teacher Special Education - BS **Page 42**

Bachelor Level - Certified Special Education Teacher

Teacher Special Education - MS **Page 42**

Masters Level - Certified Special Education Teacher

Training Coordinator **Page 43**

Maintains efficient training department including design and implementation of training programs, coordination of training records and ensuring quality training and staff development agency wide.

Management

Accounting Manager **Page 44**

Manages general accounting functions and the preparation of reports and data concerning earnings, profits, expenses, cash balances and other significant financial measurements.

At Home Services Manager **Page 44**

Oversees all aspects of at home services to consumers including supervision of staff, finances and coordination of services

Corporate Compliance Officer **Page 45**

Oversees and controls the planning, organization and direction of the Corporate Compliance function to include enforcement of all HIPAA and Corporate Compliance rules and regulations. Advises and provides training to other staff about HIPAA and Corporate Compliance procedures.

Day Program - Shift Supervisor **Page 45**

Supervises Direct Care Staff and services for a particular shift or team

Day Program Manager **Page 46**

Manages all aspects of a Day Treatment/Day Habilitation program. Supervises Direct Care Staff, manages finances and coordination of services

Employment Manager	Page 46
Coordinates employment functions	
Endowments and Grants Manager	Page 46
Plans and organizes endowment and grant activities. Increases community awareness of the endowment fund	
Food Service Manager	Page 47
Supervises employees engaged in serving food in hospital, nursing home, school, or similar institutions, and in maintaining cleanliness of food service areas and equipment	
Human Resource Manager	Page 47
Manages HR function and coordinates policies and programs regarding HR functional areas including recruitment and selection, employee relations, legal compliance and compensation/benefits programs.	
Maintenance Supervisor, Facilities	Page 48
Supervisor of maintenance, janitorial or cleaning staff	
Medicaid Service Coordinators Supervisor	Page 48
Supervises Medicaid Service Coordinators	
Nursing Supervisor	Page 49
Responsible for coordination of Nursing. Supervises RN's and/or LPN's	
Payroll Supervisor	Page 49
Manages employers payroll function including reconciliation of tax deposits and filings, preparation and auditing of a data; preparation of year-end and W-2 processing. Also recommends new products and processes, troubleshoots issues.	
Production Manager	Page 50
Plans, organizes, directs and controls the production phases in a sheltered workshop	
Residential House Manager	Page 50
Manages all aspects of a residential group home including supervision of Direct Care Staff. Responsible for household and consumer finances as well as coordination of services	
Residential Shift Supervisor	Page 51
Supervises Direct Care Staff and services on a particular shift	
Supported Employment Manager	Page 51
Plans, organizes, directs and controls the Supported Work Program, Auto Detail & Mobile Cleaning Crews. Supervises staff, assists with the development of individual service plans. Develops and implements funding contracts	

Executive

Chief Financial Officer (CFO) **Page 52**

Top finance position responsible for financial control and planning for entire organization

Director Education Program **Page 52**

To ensure provision of education services which meet the regulations of the State Education Department.

Director Human Resources **Page 53**

Manages HR Managers, reports to VP

Director Information Technology **Page 53**

Manages IT/ MIS Managers, reports to VP

Director Operations **Page 54**

Manages Operations / Program Managers, reports to VP

President/ CEO/ Executive Director **Page 54**

Top position responsible to lead entire organization

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