



## Center for Healthcare Solutions (CFHS) ID/A Benchmark Compensation Survey Report Instructions and Frequently Asked Questions

Background: The ID/A\* Benchmark Compensation Survey is an annual report that reflects the hourly wages and pay practices for a variety of non-management positions in ID/A organizations.

Timeframe: The report is distributed in October of each year. The data for the report is as of June 30<sup>th</sup>.

*\*Individuals with Intellectual Disabilities/Autism*

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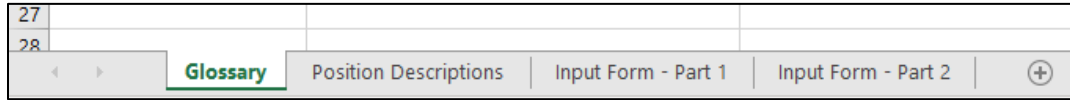
### Quick Overview of Process

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# Survey Overview

## 1. Input form sections ([top](#) ↑)

- a) There are four (4) tabs at the bottom of the Excel spreadsheet: Glossary, Position Descriptions, Input Form – Part 1, and Input Form – Part 2 (see *Image 1a*).



*Image 1a*

## 2. Glossary ([top](#) ↑)

- a) The Glossary tab lists definitions and examples for the metrics request on Input Form – Part 1 (see *Image 2a*).

	A	B	C	D
	Input Form Location	Term	Definition	Example
2	Part 1	Total scheduled positions	The sum of filled positions and un-filled positions as of the collection date.	You have budgeted for four counselor positions and three are filled. You would enter four.
3	Part 1	Filled positions	The number of employees currently employed in a particular position as of the collection date.	You have budgeted for four counselor positions and three are filled. You would enter three.
4	Part 1	Number of positions classified as full-time	List the number of employees in a particular position who are classified as full-time as of the collection date.	You have three filled counselor positions and two are classified as full-time. You would enter two.
5	Part 1	Employee separations	The number of involuntary OR voluntary terminations for a particular position during the collection period.	You start the period with four counselors and one quits. You would enter one.
6	Part 1	Actual Base Pay - Low	The lowest hourly rate paid to an employee in a particular position. This is not necessarily the starting salary.	You have three accountants on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$15.
7	Part 1	Actual Base Pay – Average	Average is the average hourly wage of ALL current employees in a particular position as of the collection date.	You have three accountants on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$16.67 ((15+17+18)/3).
8	Part 1	Actual Base Pay – High	The highest hourly rate paid to an employee in a particular position (NOT the maximum salary the position could pay as that would be the Salary Structure Maximum which is not currently being collected)	You have three accountants on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$18.

*Image 2a*

- b) Notice the upside-down triangle symbol (see red arrows in *Image 2b*). These are drop down menus. When you click on them, you can sort, filter, or search.

	A	B	C	D
	Input Form Location	Term	Definition	Example
2	Part 1	Total scheduled positions	The sum of filled positions and un-filled positions as of the collection date.	You have budgeted for four counselor positions and three are filled. You would enter four.
3	Part 1	Filled positions	The number of employees currently employed in a particular position as of the collection date.	You have budgeted for four counselor positions and three are filled. You would enter three.
4	Part 1	Number of positions classified as full-time	List the number of employees in a particular position who are classified as full-time as of the collection date.	You have three filled counselor positions and two are classified as full-time. You would enter two.
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6	Part 1	Actual Base Pay - Low	The lowest hourly rate paid to an employee in a particular position. This is not necessarily the starting salary.	You have three accountants on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$15.
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8	Part 1	Actual Base Pay – High	The highest hourly rate paid to an employee in a particular position (NOT the maximum salary the position could pay as that would be the Salary Structure Maximum which is not currently being collected)	You have three accountants on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$18.

*Image 2b*

You may sort any column A->Z or Z->A, filter based upon a full or partial word, or filter based upon a selection (see red arrows in *Image 2c*).

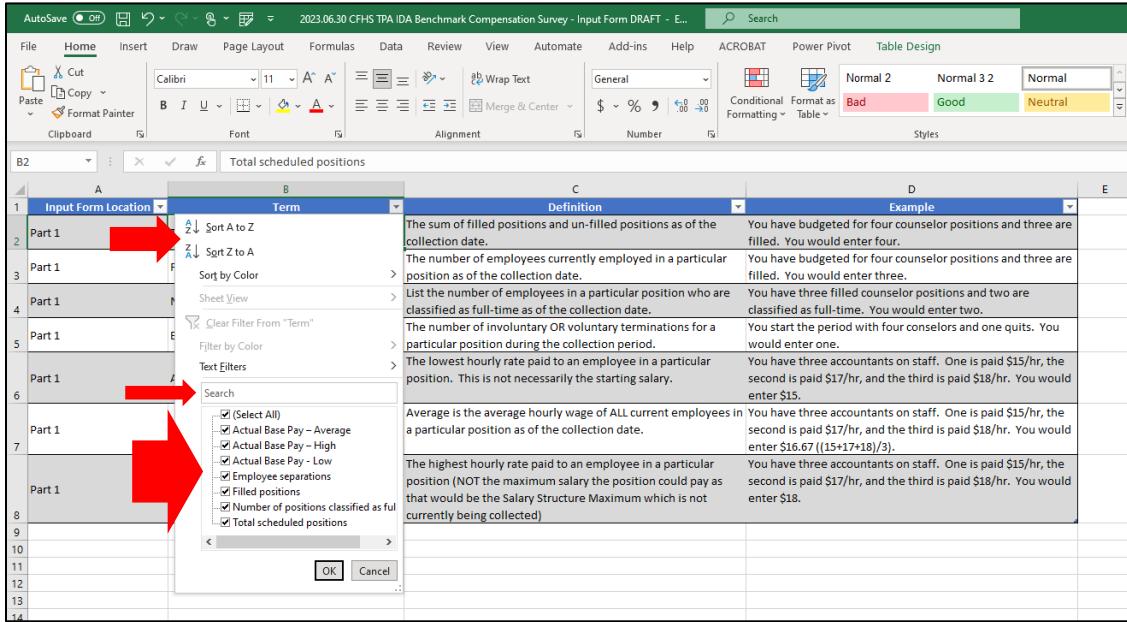


Image 2c

### 3. Position Descriptions (top ↑)

- a) The Position Descriptions tab provides additional details on the category the position falls under (Administrative, Clinical Positions, Direct Support, Facilities, or Fiscal) as well as a general job duties description (see *Image 3a*).

Position Number	Position Category	Position Title	Position Description
1	Administrative	Administrative Assistant	Provides secretarial, clerical and executive support services including preparing agendas, providing minutes, updating contact database, maintaining departmental files and calendar, scheduling meetings/tours/outside appointments, and preparing monthly reports.
2	Administrative	Adult Services Administrator	Assumes administrative responsibility for the department including staffing, business planning, and ongoing financial and operational analysis. Responsible for finance, human resources, business planning and development, as well as consumer and staff satisfaction. Implements organizational policies and procedures. Establishes departmental policies and goals. These functions are performed in accordance with all applicable laws and regulations and the organization's philosophy, policies, procedures and standards.
3	Administrative	Clerical Assistant	Assist assigned area(s) with various clerical tasks such as reception, answering phones, managing documents, scanning confidential documents, and maintaining databases. Maintain open communication with all areas. Must be flexible with work hours to maintain adequate staff coverage.
4	Administrative	Compliance/Quality/Risk Management Officer	Ensure compliance in multiple facets of a nonprofit agency that provides care to individuals who have Intellectual/Developmental Disabilities. The compliance officer is responsible for the compliance, quality assurance, and risk management programs of the agency. The compliance officer will ensure the agency establishes and maintains an effective, best practices compliance and quality program, to prevent and detect violations of applicable laws and other misconduct, and to promote ethical conduct and commitment to compliance with the law. The position will function as a policy resource for all levels of management, staff, and the Board of Directors.
5	Administrative	Compliance/Safety Specialist	Serves as the Incident Manager and supports Compliance Officer function and has the responsibility to develop and maintain quality assurance review, records audit systems and ensures licensing and regulatory compliance for individuals served.
6	Administrative	Executive Assistant	Performs full secretarial functions of a responsible and confidential nature generally for an executive above middle management. Performs varied equivalent administrative functions. Coordinates and tracks workflow, schedules, projects, and committee decisions through the department to ensure records are complete/ appropriate, and follow-up services are provided in a timely fashion. Makes travel arrangements for supervisor. Arranges meetings and appointments. Composes correspondence, memos, reports as instructed. Performs certain executive functions to assist the CEO, upper-level management, and management team making decisions within authorized scope or directing the decision making to the proper authority. Provides support to board of directors.
7	Administrative	House/Residential Manager	Function as team leaders and members of teams that are responsible for the care and instruction of individuals living in community residential homes in accordance with state, federal and Agency guidelines. House Managers contribute to the creation of a safe, healthy emotional and physical environment for individuals. They follow established programs and interact with each individual in a manner consistent with normalization principles. Provide staff training on abuse and neglect recognition, oversee change of status documentation, conducts staff meetings, maintains timely report submission, monitors the day-to-day operations of the homes, and manages dispute resolution.
8	Administrative	Human Resources - Director/Manager	Guides and directs the overall human resources program for the entire organization. Organizes and leads HR practices and objectives to provide an employee-oriented, high performance culture that emphasizes empowerment, quality, productivity, goal attainment, and the recruitment and ongoing development of a superior workforce. Provides consultation and guidance to management of HR management policies; procedures; programs and applicable government laws and regulations; advising on corrective action processes; conducting corrective action review conferences and advising on appropriate outcomes; and performance management.
9	Administrative	Human Resources - Generalist	Performs Human Resources related duties and carries out responsibilities in functional areas to include employee benefits, workers' compensation, recruitment, performance management, regulatory compliance and employee relations. Assures employment related record keeping and file maintenance is compliant with applicable legal requirements.
10			Perform administrative functions related to sourcing, interviewing, hiring and retention of all levels of employees. Researches, evaluates

Image 3a

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Please note that the duties listed under Position Description are specific enough to differentiate between positions but general enough to be applicable to different organizations so when selecting which position to enter data on use the *best fit* ([see FAQ](#) for more information).

As with the Glossary, you may select the upside-down triangle to sort, filter, or search the contents of each column.

**4. How to fill out Input Form – Part 1** ([top](#) ↑)

- a) The Input Form – Part 1 tab is where you will enter information about your facility (see 1 and 2 in *Image 4a*) and position-specific data (see 3 in *Image 4a*)

**Center for Healthcare Solutions**  
**ID/A Benchmark Compensation Survey**  
Please return by email to [steve.forest@center4hcs.org](mailto:steve.forest@center4hcs.org) no later than September 22, 2023

Facility name:  Telephone #:   
 County facility is located in:  E-Mail:   
 Submitted by:

Report HOURLY\* wage data in effect as of June 30, 2023

Position number	Position title	Position category	Total scheduled positions (filled + vacant) as of 6/30/23	Total filled positions as of 6/30/23	Number of positions classified as full-time as of 6/30/23	Total employee separations 7/1/22 through 6/30/23	Actual Base Pay - Low	Actual Base Pay - Average	Actual Base Pay - High	Notes
1	Administrative Assistant	Administrative								
2	Adult Services Administrator	Administrative								
3	Clerical Assistant	Administrative								
4	Compliance/Quality/Risk Management Officer	Administrative								
5	Compliance/Safety Specialist	Administrative								
6	Executive Assistant	Administrative								
7	House/Residential Manager	Administrative								
8	Human Resources - Generalist	Administrative								
9	Human Resources - Recruiter	Administrative								
10	Human Resources - Director/Manager	Administrative								
11	Information Systems - Manager	Administrative								
12	Information Systems - Specialist/IT Technician	Administrative								
13	Program Director	Administrative								
14	Program Team Lead/Frontline Supervisor	Administrative								
15	Receptionist/Telephone Operator/Call Center	Administrative								
16	Resident Records Manager	Administrative								
17	Residential Services/Admissions - Director	Administrative								
18	Staff Development Coordinator Manager	Administrative								

Image 4a

The facility name is the official name of your facility. Please do not use shorthand or abbreviations as this report may be viewed by people who are not familiar with your organization. If you have multiple campuses and your wages and pay policies are the same across them, enter the county where most of your business is conducted or headquartered ([see FAQ](#) for additional information). Otherwise, please submit one file per facility. The contact information is only collected in case CFHS staff need to follow up with questions. It will not be shared with any outside organizations.

- b) When entering wage and pay practice data use the example below for guidance:

You have budgeted for four counselor positions and three are filled. You would enter four under *Total scheduled positions (filled + vacant) as of 6/30/23* and three under *Total filled positions as of 6/30/23*. You have three filled counselor positions and two are classified as full-time. You would enter two under *Number of positions classified as full-*

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time as of 6/30/23. You start the period with four counselors and one quits. You would enter one under *Total employee separations 7/1/22 through 6/30/23*. You have three counselors on staff. One is paid \$15/hr, the second is paid \$17/hr, and the third is paid \$18/hr. You would enter \$15 under *Actual Base Pay – Low*, enter \$16.67  $((15+17+18)/3)$  under *Actual Base Pay – Average*, and enter \$18 under *Actual Base Pay – High* (see Image 4b).

Position number	Position title	Position category	Total scheduled positions (filled + vacant) as of 6/30/23	Total filled positions as of 6/30/23	Number of positions classified as full-time as of 6/30/23	Total employee separations 7/1/22 through 6/30/23	Actual Base Pay - Low	Actual Base Pay - Average	Actual Base Pay - High	Notes
28	Counselor	Direct Support	4	3	2	1	\$15.00	\$16.67	\$18.00	
29	Direct Support Professional	Direct Support								
30	Employment Specialist	Direct Support								

Image 4b

5. How to fill out Input Form – Part 2 (top ↑)

a) The Input Form – Part 2 tab is where you will enter information on pay practices by position (see Image 5a)

Part II: Pay Practices										
Position number	Position title	Position category	Does your existing pay scale include financial rewards or incentives for tenure?	Does your existing pay scale include financial rewards or incentives for credentialing?	Are any of your employees represented by a collective bargaining unit?	Has your organization engaged contract staffing to meet service needs?	Do you issue retention or bonus pay?	Do you provide other differentials in your pay scale?	What percentage of TOTAL HOURS worked are paid at an overtime premium?	Notes
1	Administrative Assistant	Administrative								
2	Adult Services Administrator	Administrative								
3	Clerical Assistant	Administrative								
4	Compliance/Quality/Risk Management Officer	Administrative								
5	Compliance/Safety Specialist	Administrative								
6	Executive Assistant	Administrative								
7	House/Residential Manager	Administrative								
8	Human Resources - Generalist	Administrative								
9	Human Resources - Recruiter	Administrative								
10	Human Resources - Director/Manager	Administrative								
11	Information Systems - Manager	Administrative								
12	Information Systems - Specialist/IT Technician	Administrative								
13	Program Director	Administrative								
14	Program Team Lead/Frontline Supervisor	Administrative								
15	Receptionist/Telephone Operator/Call Center	Administrative								
16	Resident Records Manager	Administrative								
17	Residential Services/Admissions - Director	Administrative								
18	Staff Development Coordinator Manager	Administrative								
19	Staff Development Trainer	Administrative								
20	Adult Services Lead Clinician	Clinical Positions								
21	Director of Nursing	Clinical Positions								
22	Licensed Practical Nurse (LPN)	Clinical Positions								

Image 5a

You only need to enter a “Yes” to positions that apply otherwise leave the cell blank. For the column, *What percentage of TOTAL HOURS worked are paid at an overtime premium?*, only enter data for direct support positions.

b) When entering pay practice data use the example below for guidance:

For the counselor position, your organization does offer financial rewards or incentives for tenure so you would enter “Yes” under the column, *Does your existing pay scale include financial rewards or incentives for tenure?*. None of the other columns apply so you would leave them blank. Your organization does pay a premium for overtime and overtime accounts for 50% of the total hours worked in a pay period so you would enter “50” under the column, *What percentage of TOTAL HOURS worked are paid at an overtime premium?* (see Image 5b).

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Position number	Position title	Position category	Does your existing pay scale include financial rewards or incentives for ...?	Does your existing pay scale include financial rewards or incentives for ...?	Are any of your employees represented by a collective bargaining ...?	Has your organization engaged contract staffing to meet service ...?	Do you issue retention or bonus pay?	Do you provide other differentials in your pay scale?	What percentage of TOTAL HOURS worked are paid at an overtime ...?	Notes
28	Counselor	Direct Support	Yes						50	
29	Direct support Professional	Direct Support								
30	Employment Specialist	Direct Support								

Image 5b

6. **How to submit the data** ([top](#) ↑)

- a) You may either email the Excel file to [steve.forest@center4hcs.org](mailto:steve.forest@center4hcs.org) or upload the document to our secure FTP site ([see FAQ](#) for more information).

## Frequently Asked Questions

1. Q. Do I need to fill in every cell? ([top](#) ↑)

A. No, only fill in where you have data.

2. Q. What if I have a position that covers two positions? ([top](#) ↑)

A. Select the position that is the “best fit” and enter the relevant wage and pay practice data. For example, the head of Human Resources also handles compliance, but most of their time is spend running the HR department so the wage and pay practice data would be entered under *Human Resources - Director/Manager*, not *Compliance/Quality/Risk Management Officer*.

3. Q. What if my facility has locations in multiple counties? ([top](#) ↑)

A. If you have multiple campuses and your wages and pay policies are the same across them, enter the county where most of your business is conducted or headquartered. For example, your organization has locations in Allegheny, Washington, and Westmoreland counties but the pay scales do not change based upon county. Your main office is located in Westmoreland County. You would enter Westmoreland.

4. Q. Is my data secure? ([top](#) ↑)

A. Data sent via unsecured emails is not secure. Data submitted via CFHS’ secure file transfer protocol (SFTP) location are secure. Once data is received by CFHS it is stored on our secure servers. You will need to have your IT staff/service email CFHS staff the egress IP address of your data center so that we may grant your organization permission for the secure upload.

5. Q. Is my data anonymous? ([top](#) ↑)

A. Yes. Federal “safe harbor” guidelines require that data be anonymized.

6. Q. What are Safe Harbor guidelines? ([top](#) ↑)

A. The Federal government developed “safe harbor” guidelines to ensure collusion is avoided when sharing wage-related data. These guidelines include:

- A neutral third party manages the exchange,
- The exchange involves information that is relatively old (≥90 days),
- The information is aggregated to protect the identity of the underlying sources, and
- Enough sources are aggregated to prevent competitors from linking particular data to an individual source (these means where fewer than five data points are available no data is displayed)

More information may be found on the [DOJ website](#) or the [FTC website](#).

7. Q. When will I receive the final report? ([top](#) ↑)

Updated August 2023

A. The report will be distributed the first week of October.

8. Q. *What if I have a question that is not answered in the FAQ?* ([top](#) ↑)

A. Please [email CFHS staff](#)