CENTER FOR HEALTHCARE SOLUTIONS

ID/A Benchmark Compensation Survey

June 2023

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Center for Healthcare Solutions is a strategic partner with Pennsylvania health care providers and affiliated organizations, enabling them to realize their missions while maintaining their status as economically viable entities

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Executive Summary

The **2023 ID/A Benchmark Compensation Survey** by the Center for Healthcare Solutions reflects salaries in effect as of **June 30, 2023** at seventy-one (71) ID/A facilities across Pennsylvania.

Comparable data from last year's survey, where available, has been included to allow for year-over-year comparisons. Where fewer than five healthcare organizations in a region submitted data for a particular position, no data is reported.

The survey collected data on both actual pay rates and pay practices for a wide range of non-management and management positions. Data is reported in hourly wages and individual data tables for each surveyed position provide more detailed information.

Overall, the data is comparable to 2022. However, there were 8 positions with a change of 10 percent or greater:

- #2 - Adult Services Administrator - The 13% increase was due to a combination of 100% more facilities submitting data and 51% increase the interquartile range (IQR), which are the values reported between the 25th and 75th percentiles, from 2022 to 2023.
- #5 - Compliance/Safety Specialist - The 13% increase was due to a combination of 40% more facilities submitting data and a 141% increase in IQR from 2022 to 2023.
- #6 - Executive Assistant - The 14% increase was due to a combination of 50% more facilities submitting data and a 33% increase in values at the 90th percentile from 2022 to 2023.
- #15 - Receptionist/Telephone Operator/Call Center - The 11% increase was due to a combination of 25% more facilities submitting data and a 20% increase in the values at the 10th percentile from 2022 to 2023.
- #17 - Residential Services/Admissions - Director - The 22% increase was due to a combination of 73% more facilities submitting data and a 30% increase in the IQR from 2022 to 2023.
- #28 - Counselor - The 13% increase was due to a 43% increase in the values at the 90th percentile from 2022 to 2023.
- #40 - Accounting - Billing and Claims Supervisor/Coordinator - The 21% increase was due to a combination of 90% more facilities submitting data and a 54% increase in the IQR from 2022 to 2023.
- #41 - Accounting - Manager - The 13% increase was due to a combination of a 25% increase in the values at the 90th percentile and a 25% increase in the IQR from 2022 to 2023.

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<u>Notes & Explanations</u>

Data is as submitted and has not been audited or verified. A review has been completed to determine if aberrant data has been found. If found, provider point-of-contact has been contacted to determine validity and revised, as necessary. Users of this data should be aware of these data limitations and use accordingly.

<u>Definitions and calculations</u>

Total scheduled positions - The sum of filled positions and un-filled positions as of the collection date

Total filled positions - The number of employees currently employed in a particular position as of the collection date

Number of positions classified as full-time - The number of employees in a particular position who are classified as full-time as of the collection date

Total employee separations - The number of involuntary and voluntary terminations for a particular position during the collection period

Actual Base Pay - Low - The lowest hourly rate paid to an employee in a particular position (*this is not necessarily the starting salary*)

Actual Base Pay – Average - The average hourly wage of ALL current employees in a particular position as of the collection date

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*)

Vacancy rate - Calculated by dividing the job vacancies (total schedule positions minus the total filled positions) by the total schedule positions

Turnover rate - Calculated by dividing the total employee separations by the total filled positions

Percent of positions that are FTEs - Calculated by dividing the number of full-time equivalent (FTEs) by the total scheduled positions

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Job Numbers and Titles

JOB NO.	JOB TITLE	JOB NO.	JOB TITLE
1	Administrative Assistant	13	Program Director
2	Adult Services Administrator	14	Program Team Lead/Frontline Supervisor
3	Clerical Assistant	15	Receptionist/Telephone Operator/Call Center
4	Compliance/Quality/Risk Management Officer	16	Resident Records Manager
5	Compliance/Safety Specialist	17	Residential Services/Admissions - Director
6	Executive Assistant	18	Staff Development Coordinator Manager
7	House/Residential Manager	19	Staff Development Trainer
8	Human Resources - Generalist	20	Adult Services Lead Clinician
9	Human Resources - Recruiter	21	Director of Nursing
10	Human Resources - Director/Manager	22	Licensed Practical Nurse (LPN)
11	Information Systems - Manager	23	Registered Nurse
12	Information Systems - Specialist/IT Technician	24	Unit Director

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Job Numbers and Titles

JOB NO.	JOB TITLE
25	Utilization Care Manager
26	Behavior Specialist
27	Behavioral Support Specialist
28	Counselor
29	Direct Support Professional
30	Employment Specialist
31	Life Skills Trainer
32	Program Specialist
33	Psychiatric Rehabilitation Specialist
34	Social Worker
35	Supports Coordinator

JOB NO.	JOB TITLE
36	Housekeeper/Environmental Service Associate
37	Maintenance - Director
38	Maintenance Worker
39	Accounting - Accounts Payable Representative
40	Accounting - Billing and Claims Supervisor/ Coordinator
41	Accounting - Manager
42	Accounting - Payroll Administrator
43	Accounting - Payroll Specialist
44	Accounting - Staff Accountant
45	Controller
46	Consumer Account Representative

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Job Number	Job Family	Job Title	Job 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.

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Job Number	Job Family	Job Title	Job Description
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.

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Job Number	Job Family	Job Title	Job Description
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	Administrative	Human Resources - Recruiter	Perform administrative functions related to sourcing, interviewing, hiring and retention of all levels of employees. Researches, evaluates, and recommends job candidates including background checks, pre-employment testing, and compliance with all applicable governmental regulations.
11	Administrative	Information Systems - Manager	Responsible for the overall operation of the IT system including ensuring efficient operation of all IT systems used by the organization, creating and maintaining information controls, evaluating and budgeting IT upgrades, providing information to key management team members, supervise the implementation of IT upgrades, and comply with all applicable government regulations.
12	Administrative	Information Systems - Specialist/ IT Technician	Provide first tier technical support to non-technical end users including software and hardware troubleshooting, creating/maintaining user accounts/ permissions, setting up new equipment, and performing basic software and hardware upgrades.

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Job Number	Job Family	Job Title	Job Description
13	Administrative	Program Director	Function as team leaders 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, contribute to the creation of a safe, healthy emotional and physical environment for individuals, follow established programs and interact with each individual in a manner consistent with normalization principles. Oversees program specialist.
14	Administrative	Program Team Lead/Frontline Supervisor	Works closely with the Program Director and supervises other direct support personnel in order to maximize productivity, financial performance and customer service in the assigned program/work unit by assuming responsibility for the population of the persons served as assigned to the program/work unit. This supervisory position will be responsible for leading and understanding demand and supply of services, best practices in industry and maintaining the continuity of care of individuals in accordance with all applicable laws and regulations and organizational philosophy, policies, procedures and standards.
15	Administrative	Receptionist/Telephone Operator/ Call Center	Customer service professional whose composure, sound judgment and problem-solving skills result in a positive first impression of the organization. Operates multi-line phone system, responsible for monitoring fire and security alarms. Uses sound judgment in emergency situations.
16	Administrative	Resident Records Manager	Maintain medical/program records in accordance with standards and procedures. Ensures administrative review of the incident management process, oversees all privacy policies and procedures, and maintains compliance with all governmental regulations.
17	Administrative	Residential Services/Admissions - Director	Plans, organizes, and directs a variety of cross-disciplinary services for residents in residential, group home settings. Oversees the residential admissions process.

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Job Number	Job Family	Job Title	Job Description
18	Administrative	Staff Development Coordinator Manager	The Staff Development Coordinator/Trainer is responsible for identifying, developing, implementing and monitoring high quality agency-wide training including but not limited to: CPR, AED, First Aid, Van, OSHA and other training to meet regulatory and policy requirements. Identifies, develops, coordinates and maintains online educational programs. Assists and works in conjunction with others in Staff Development and with others in the agency to perform other related and department duties as requested.
19	Administrative	Staff Development Trainer	Responsible for staff training through orientation and in-services to assure employees are adequately trained in policies and procedures necessary to perform the tasks of their assigned position and to meet governmental compliance.
20	Clinical Positions	Adult Services Lead Clinician	Works closely with the Practice Administrator, clinicians and physicians to maximize clinical productivity, financial performance and customer service in Ambulatory Services. Assumes responsibility for the population of the person served as assigned to the clinical team. Responsible for leading and understanding demand and supply of services, best practices in industry and maintaining of continuity of care of individuals. Implements organizational policies and procedures. Maintains departmental policies and goals.
21	Clinical Positions	Director of Nursing	Supervises and coordinates the staff of a single nursing unit. Interprets and implements policies, procedures, standards and regulations to personnel, consumers, medical staff and public. Schedules, orients, trains and evaluates unit staff. Assists in coordinating consumer care with other health care services.
22	Clinical Positions	Licensed Practical Nurse (LPN)	Performs a wide variety of consumer care services and activities, including the administration of medications, for assigned consumers to meet their health and comfort needs. Inserts catheters in absence of an R.N., assists physicians and R.N., as needed. Observes consumers and reports changes in conditions to R.N.; administers treatments; takes and records vital signs; assists medical personnel with various examinations or diagnostic procedures. Gives baths and makes beds; gives special care as directed; collects specimens; sets up and applies suction and gas therapy.

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Job Number	Job Family	Job Title	Job Description
23	Clinical Positions	Registered Nurse	Performs professional nursing care and treatment of patients. Administers prescribed medications. Observes patients and records patient reactions/ response. May supervise other patient care staff. May assist in development of care plan. Documents all information in accordance with established standards.
24	Clinical Positions	Unit Director	Responsible for managing one or more outpatient settings, provides clinical supervision to all program staff, monitors performance outcomes, consumer satisfaction, quality assurance and training of staff. Must have an understanding of all federal, state, county and organization regulations and guidelines.
25	Clinical Positions	Utilization Care Manager	Performs a systematic review of consumer records with an emphasis on consumer safety, admission/continued stay and discharge criteria, service in the least restrictive setting and assurance that the treatment plan is being followed. Serves as the link between the consumer, treatment unit, and the third-party payers. Reviews insurance denials and oversees appeals of denials.
26	Direct Support	Behavior Specialist	Provide comprehensive rehabilitation services to persons with a primary diagnosis of Intellectual/Developmental Disabilities. Will perform professional work as assigned by the consulting psychologist. Assures that the Individual receives the appropriate individualized psych-social and behavioral services to facilitate active treatment via an interdisciplinary process. Master's degree required. BCBA required.
27	Direct Support	Behavioral Support Specialist	The Behavioral Support Specialist provides functional assessments, develops strategies to support the individual based upon assessment, and train individuals, staff, parents and caregivers. Services must be required to meet the current needs of the individual, as documented and authorized in the ISP. Bachelor's degree required.

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Job Number	Job Family	Job Title	Job Description
28	Direct Support	Counselor	Provides direct services to individuals with Intellectual/Developmental Disabilities. Teaches all appropriate living/social skills in order to enhance the individual's level of independence or helping the persons served maintain his/her skill level. This position is designed to provide quality services as guided by positive practices and person-centered planning.
29	Direct Support	Direct Support Professional	Supports all activities of daily living and implements individualized person-centered plans for people with I/DD and/or autism at home, at work, and in all aspects of life. Provides medication administration, communication support, counseling, transportation, acts as liaison to medical and therapeutic resources, advocates for individuals served, and completes all documentation and activities necessary to ensure compliance with requirements of Home and Community Based Services (HCBS) under the Medicaid program.
30	Direct Support	Employment Specialist	Responsible for providing employment support to individuals who have Intellectual/Developmental Disabilities in an integrated community employment environment. Carries out all phases of vocational services (e.g. engagement, assessment, job development, job placement, job coaching, and follow-along supports).
31	Direct Support	Life Skills Trainer	Work with one individual on a daily basis in the residential environment. The work involves providing the individual with direct supervision and facilitating life skills training and social behaviors during the individual's daily routine.
32	Direct Support	Program Specialist	Develops, supervises and coordinates each Individual Support Plan (ISP) for the individuals assigned; completes assessments, identifies strengths, needs, likes, interests and preferences, as well as the dislikes, for each individual. The Program Specialist is the primary advocate for each individual assigned and will ensure that all medical concerns are addressed. Oversees direct care staff.

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Job Number	Job Family	Job Title	Job Description
33	Direct Support	Psychiatric Rehabilitation Specialist	Provides both individual and group interventions to psychiatric rehabilitation program participants within the facility as well as in the community, perform individualized assessments, develop rehabilitation goal plans, document daily and monthly progress toward rehabilitation goals and provide both group and individual interventions to assist members in goal achievement and maintenance.
34	Direct Support	Social Worker	Act as a liaison between the families of the Individuals, outside community agencies, and governmental resources. Will address any referrals made to the facility and will coordinate with appropriate staff concerning admissions and discharges. Master of Social Work required.
35	Direct Support	Supports Coordinator	Engages individuals and their families in the development of plans and budgets that assure that needs and wishes are addressed and life opportunities expanded, assist in the choice of services and supports, coordinate the provisions of services and supports, and monitor the delivery of services and supports.
36	Facilities	Housekeeper/Environmental Service Associate	Cleans and services units, rooms, baths, laboratories, and offices. Sweeps, mops, scrubs, waxes, and polishes floors. Vacuums and shampoos rugs and carpeting. Washes and dusts windows, screens, furniture, and walls. Empties wastebaskets and ashtrays. Cleans washroom facilities and replenishes supplies. Cleans light fixtures.
37	Facilities	Maintenance - Director	Responsible for all actions necessary for the overall upkeep of the existing buildings and grounds, plus any routine construction necessary. The Manager is expected to be available 24/7 by phone/pager and must respond to any emergency repair that may hinder the safety and welfare of the individuals. The Manager will supervise maintenance staff and interface with all levels of employees to ensure the timely completion of all projects.

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Job Number	Job Family	Job Title	Job Description
38	Facilities	Maintenance Worker	Provides general maintenance, renovations and upkeep of agency facilities, vehicles and grounds.
39	Fiscal	Accounting - Accounts Payable Representative	Code, enter and process all healthcare, room and board, eligible/ineligible invoices, cut and reconcile checks, pay all monthly equipment and vehicle debt payments, print all checks, process all check and cash receipts, and open all fiscal mail.
40	Fiscal	Accounting - Billing and Claims Supervisor/Coordinator	The Billing and Claims Supervisor/Coordinator is responsible for ensuring proper billing and fiscal practices. This position requires the ability to provide direct supervision to the data entry and support staff within this department. The Billing and Claims Supervisor/Coordinator must be able to work in conjunction with program staff responsible for billing information within their program.
41	Fiscal	Accounting - Manager	Direct the financial activities of the organization and assist with preparing the operating budgets. Responsible for all financial reporting and record keeping functions, assisting with the preparation of the financial statements, budgets, and forecasts.
42	Fiscal	Accounting - Payroll Administrator	Conduct analyses, audits, and reconciliations to ensuring a smooth bi-weekly payroll processing for the exempt and non-exempt workforce. Also confirms that payroll reporting and payments are compliant with organization policy, generally accepted accounting principles, and federal/state Department of Labor and IRS regulations.
43	Fiscal	Accounting - Payroll Specialist	Functions as a clerical support for the fiscal department as well as performs all duties associated with payroll functions, update employee deduction records, verifies pay rate/benefits, prepare biweekly tax payments/deposits, prepares W-2 forms and other tax documents.

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44	Fiscal	Accounting - Staff Accountant	The major function of the staff accountant is to assure professional, accurate and timely accounting processes and reports based on established accounting principles.
45	Fiscal	Consumer Account Representative	Responsible for all fiscal functions necessary to ensure the prompt and correct payment for services from both insurers and consumers. The position will ensure that claims are submitted accurately and timely in addition to communicating with insurance companies, consumers, and clinical staff regarding payment issues.
46	Fiscal	Controller	Position reports to Chief Financial Officer. Provides assistance in areas of financial administration, treasury functions, budgets, general and patient accounting, consumer business services, and financial and statistical reporting. May be responsible for financial functions such as, credit & collections, budget, administrative systems & procedures.

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REGION:

PENNSYLVANIA

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8	Human Resources - Generalist	19	20	Adult Services Lead Clinician	31
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Summary of Actual Pay Policies

Region: Pennsylvania

Job Number	Job Title	Job Family	Incumbents	Actual Base Salary (Avg) Current Year	Actual Base Salary (Avg) Previous Year	YoY % Change
1	Administrative Assistant	Administrative	89	$20.28	$21.20	-4.34%
2	Adult Services Administrator	Administrative	51	$48.90	$43.40	12.65%
3	Clerical Assistant	Administrative	50	$17.43	$16.62	4.92%
4	Compliance/Quality/Risk Management Officer	Administrative	59	$37.52	$34.50	8.73%
5	Compliance/Safety Specialist	Administrative	54	$26.56	$23.46	13.19%
6	Executive Assistant	Administrative	38	$33.27	$29.14	14.16%
7	House/Residential Manager	Administrative	815	$22.40	$22.13	1.25%
8	Human Resources - Generalist	Administrative	70	$24.89	$24.72	0.68%
9	Human Resources - Recruiter	Administrative	46	$23.78	$24.74	-3.90%
10	Human Resources - Director/Manager	Administrative	59	$42.55	$41.72	1.99%
11	Information Systems - Manager	Administrative	28	$42.11	$40.48	4.03%
12	Information Systems - Specialist/IT Technician	Administrative	59	$25.49	$25.44	0.21%
13	Program Director	Administrative	231	$34.90	$34.02	2.61%
14	Program Team Lead/Frontline Supervisor	Administrative	409	$23.41	$23.12	1.27%
15	Receptionist/Telephone Operator/Call Center	Administrative	35	$17.09	$15.42	10.81%
16	Resident Records Manager	Administrative	8	$28.56	$0.00	0.00%
17	Residential Services/Admissions - Director	Administrative	29	$44.16	$36.20	21.97%
18	Staff Development Coordinator Manager	Administrative	23	$32.14	$32.99	-2.56%
19	Staff Development Trainer	Administrative	70	$24.42	$22.86	6.87%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**
21	Director of Nursing	Clinical Positions	19	$42.70	$40.51	5.42%
22	Licensed Practical Nurse (LPN)	Clinical Positions	207	$27.60	$26.25	5.13%
23	Registered Nurse	Clinical Positions	151	$33.70	$32.92	2.39%

** Indicates not enough participants

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Summary of Actual Pay Policies

Region: Pennsylvania

Job Number	Job Title	Job Family	Incumbents	Actual Base Salary (Avg) Current Year	Actual Base Salary (Avg) Previous Year	YoY % Change
24	Unit Director	Clinical Positions	**	**	**	**
25	Utilization Care Manager	Clinical Positions	**	**	**	**
26	Behavior Specialist	Direct Support	22	$29.26	$27.25	7.39%
27	Behavioral Support Specialist	Direct Support	57	$25.85	$23.72	8.94%
28	Counselor	Direct Support	34	$22.58	$19.92	13.33%
29	Direct Support Professional	Direct Support	10,966	$16.90	$16.61	1.79%
30	Employment Specialist	Direct Support	261	$19.34	$19.02	1.64%
31	Life Skills Trainer	Direct Support	**	**	**	**
32	Program Specialist	Direct Support	459	$23.48	$22.61	3.81%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**
34	Social Worker	Direct Support	12	$29.02	$0.00	0.00%
35	Supports Coordinator	Direct Support	89	$23.00	$0.00	0.00%
36	Housekeeper/Environmental Service Associate	Facilities	41	$15.56	$15.63	-0.43%
37	Maintenance - Director	Facilities	45	$33.31	$33.20	0.32%
38	Maintenance Worker	Facilities	144	$19.81	$20.51	-3.41%
39	Accounting - Accounts Payable Representative	Fiscal	71	$21.86	$20.22	8.09%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	49	$28.07	$23.13	21.34%
41	Accounting - Manager	Fiscal	22	$39.38	$34.82	13.08%
42	Accounting - Payroll Administrator	Fiscal	18	$30.39	$29.97	1.42%
43	Accounting - Payroll Specialist	Fiscal	37	$23.45	$23.49	-0.15%
44	Accounting - Staff Accountant	Fiscal	42	$24.71	$26.86	-7.99%
45	Controller	Fiscal	32	$45.02	$44.91	0.25%
46	Consumer Account Representative	Fiscal	28	$21.31	$21.31	-0.01%

** Indicates not enough participants

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Summary of Staff Retention

Region: Pennsylvania

Job Number	Job Title	Job Family	% of Positions that are FTEs	Vacancy Rate (%)	Turnover Rate (%)
1	Administrative Assistant	Administrative	89%	4%	15%
2	Adult Services Administrator	Administrative	100%	0%	8%
3	Clerical Assistant	Administrative	62%	6%	14%
4	Compliance/Quality/Risk Management Officer	Administrative	95%	3%	7%
5	Compliance/Safety Specialist	Administrative	95%	2%	22%
6	Executive Assistant	Administrative	90%	5%	8%
7	House/Residential Manager	Administrative	96%	9%	23%
8	Human Resources - Generalist	Administrative	95%	4%	11%
9	Human Resources - Recruiter	Administrative	92%	8%	24%
10	Human Resources - Director/Manager	Administrative	98%	0%	10%
11	Information Systems - Manager	Administrative	100%	0%	7%
12	Information Systems - Specialist/IT Technician	Administrative	98%	5%	17%
13	Program Director	Administrative	97%	5%	17%
14	Program Team Lead/Frontline Supervisor	Administrative	93%	12%	18%
15	Receptionist/Telephone Operator/Call Center	Administrative	81%	5%	23%
16	Resident Records Manager	Administrative	100%	0%	0%
17	Residential Services/Admissions - Director	Administrative	100%	3%	17%
18	Staff Development Coordinator Manager	Administrative	96%	0%	4%
19	Staff Development Trainer	Administrative	92%	4%	7%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**
21	Director of Nursing	Clinical Positions	90%	10%	11%
22	Licensed Practical Nurse (LPN)	Clinical Positions	83%	10%	29%
23	Registered Nurse	Clinical Positions	72%	7%	28%

** Indicates not enough participants

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Summary of Staff Retention

Region: Pennsylvania

Job Number	Job Title	Job Family	% of Positions that are FTEs	Vacancy Rate (%)	Turnover Rate (%)
24	Unit Director	Clinical Positions	**	**	**
25	Utilization Care Manager	Clinical Positions	**	**	**
26	Behavior Specialist	Direct Support	83%	8%	32%
27	Behavioral Support Specialist	Direct Support	84%	11%	21%
28	Counselor	Direct Support	17%	17%	29%
29	Direct Support Professional	Direct Support	63%	23%	33%
30	Employment Specialist	Direct Support	65%	14%	31%
31	Life Skills Trainer	Direct Support	**	**	**
32	Program Specialist	Direct Support	93%	9%	24%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**
34	Social Worker	Direct Support	77%	8%	8%
35	Supports Coordinator	Direct Support	97%	18%	58%
36	Housekeeper/Environmental Service Associate	Facilities	59%	7%	10%
37	Maintenance - Director	Facilities	98%	0%	9%
38	Maintenance Worker	Facilities	82%	8%	19%
39	Accounting - Accounts Payable Representative	Fiscal	93%	1%	11%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	90%	2%	14%
41	Accounting - Manager	Fiscal	88%	15%	23%
42	Accounting - Payroll Administrator	Fiscal	89%	0%	0%
43	Accounting - Payroll Specialist	Fiscal	92%	3%	16%
44	Accounting - Staff Accountant	Fiscal	95%	5%	19%
45	Controller	Fiscal	97%	6%	19%
46	Consumer Account Representative	Fiscal	96%	0%	4%

** Indicates not enough participants

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ID/A Benchmark Compensation Survey

June 2023

Pay Practices

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent of Facilities Responding "Yes"					
			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?	Have you issued retention or bonus pay?	Do you provide other differentials in your pay scale?
1	Administrative Assistant	Administrative	22%	6%	0%	4%	32%	3%
2	Adult Services Administrator	Administrative	13%	7%	0%	0%	25%	4%
3	Clerical Assistant	Administrative	19%	3%	0%	1%	26%	3%
4	Compliance/Quality/Risk Management Officer	Administrative	26%	7%	0%	3%	39%	3%
5	Compliance/Safety Specialist	Administrative	10%	4%	0%	0%	19%	3%
6	Executive Assistant	Administrative	16%	4%	0%	1%	23%	1%
7	House/Residential Manager	Administrative	26%	13%	0%	3%	42%	10%
8	Human Resources - Generalist	Administrative	19%	9%	0%	1%	33%	3%
9	Human Resources - Recruiter	Administrative	16%	10%	0%	3%	26%	3%
10	Human Resources - Director/Manager	Administrative	23%	9%	0%	1%	36%	3%
11	Information Systems - Manager	Administrative	12%	4%	0%	3%	20%	1%
12	Information Systems - Specialist/IT Technician	Administrative	14%	4%	0%	3%	20%	1%
13	Program Director	Administrative	28%	9%	0%	1%	41%	7%
14	Program Team Lead/Frontline Supervisor	Administrative	28%	14%	0%	1%	36%	7%
15	Receptionist/Telephone Operator/Call Center	Administrative	14%	6%	0%	1%	25%	3%
16	Resident Records Manager	Administrative	7%	3%	0%	0%	9%	1%
17	Residential Services/Admissions - Director	Administrative	13%	9%	0%	0%	17%	1%
18	Staff Development Coordinator Manager	Administrative	14%	6%	0%	1%	20%	3%
19	Staff Development Trainer	Administrative	20%	4%	0%	1%	29%	4%
20	Adult Services Lead Clinician	Clinical Positions	6%	4%	0%	0%	14%	3%
21	Director of Nursing	Clinical Positions	13%	7%	0%	1%	20%	3%
22	Licensed Practical Nurse (LPN)	Clinical Positions	20%	7%	1%	12%	32%	12%
23	Registered Nurse	Clinical Positions	16%	9%	0%	10%	25%	7%

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ID/A Benchmark Compensation Survey

June 2023

Pay Practices

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent of Facilities Responding "Yes"					
			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?	Have you issued retention or bonus pay?	Do you provide other differentials in your pay scale?
24	Unit Director	Clinical Positions	7%	3%	0%	0%	10%	3%
25	Utilization Care Manager	Clinical Positions	6%	4%	0%	0%	9%	1%
26	Behavior Specialist	Direct Support	10%	9%	0%	4%	20%	6%
27	Behavioral Support Specialist	Direct Support	14%	10%	1%	1%	23%	4%
28	Counselor	Direct Support	10%	4%	0%	0%	12%	1%
29	Direct Support Professional	Direct Support	42%	28%	10%	25%	67%	45%
30	Employment Specialist	Direct Support	22%	14%	1%	3%	38%	9%
31	Life Skills Trainer	Direct Support	7%	4%	1%	0%	12%	3%
32	Program Specialist	Direct Support	32%	16%	0%	3%	49%	7%
33	Psychiatric Rehabilitation Specialist	Direct Support	6%	3%	0%	1%	9%	1%
34	Social Worker	Direct Support	7%	3%	0%	3%	12%	1%
35	Supports Coordinator	Direct Support	7%	3%	0%	3%	13%	1%
36	Housekeeper/Environmental Service Associate	Facilities	12%	6%	1%	0%	13%	1%
37	Maintenance - Director	Facilities	22%	7%	0%	3%	30%	3%
38	Maintenance Worker	Facilities	26%	7%	4%	3%	36%	6%
39	Accounting - Accounts Payable Representative	Fiscal	25%	10%	1%	3%	36%	4%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	22%	7%	0%	3%	28%	1%
41	Accounting - Manager	Fiscal	14%	6%	0%	1%	23%	1%
42	Accounting - Payroll Administrator	Fiscal	12%	7%	0%	1%	16%	3%
43	Accounting - Payroll Specialist	Fiscal	23%	9%	0%	6%	32%	1%
44	Accounting - Staff Accountant	Fiscal	14%	7%	0%	1%	23%	3%
45	Controller	Fiscal	22%	9%	0%	3%	26%	4%
46	Consumer Account Representative	Fiscal	13%	4%	0%	1%	16%	1%

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Region: Pennsylvania

Job Number	Job Title	Job Family	Number of Facilities Responding	Number of facilities reporting ___ percentage of total hours worked that are paid overtime						Average Response	Median Response
				1-19% of total hours worked	20-39% of total hours worked	40-59% of total hours worked	60-79% of total hours worked	80-99% of total hours worked	100% of total hours worked		
26	Behavior Specialist	Direct Support	3	2	0	1	0	0	0	27%	17%
27	Behavioral Support Specialist	Direct Support	3	3	0	0	0	0	0	7%	3%
28	Counselor	Direct Support	3	3	0	0	0	0	0	2%	2%
29	Direct Support Professional	Direct Support	44	27	12	4	0	1	0	20%	16%
30	Employment Specialist	Direct Support	11	10	0	1	0	0	0	8%	3%
31	Life Skills Trainer	Direct Support	2	2	0	0	0	0	0	5%	5%
32	Program Specialist	Direct Support	10	8	0	1	0	0	1	17%	3%
33	Psychiatric Rehabilitation Specialist	Direct Support	0	0	0	0	0	0	0	0%	0%
34	Social Worker	Direct Support	1	1	0	0	0	0	0	1%	1%
35	Supports Coordinator	Direct Support	2	1	1	0	0	0	0	13%	13%

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June 2023

Region: Pennsylvania

1) Administrative Assistant

Facilities	36		
Total scheduled positions	93		
Total filled positions	89	Vacancy Rate	4%
Total employee separations	13	Turnover Rate	15%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$23.69	$24.90	$27.58
75th	$20.90	$21.79	$24.56
Median	$17.92	$19.66	$20.79
25th	$15.79	$17.34	$18.00
10th	$12.97	$15.00	$15.87
Average	$18.93	$20.28	$21.67

** Where there are fewer than (5) organizations reporting data, asterisks will be used to denote insufficient data

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Region: Pennsylvania

2) Adult Services Administrator

Facilities	24		
Total scheduled positions	51		
Total filled positions	51	Vacancy Rate	0%
Total employee separations	4	Turnover Rate	8%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$63.46	$63.46	$70.49
75th	$53.88	$54.97	$59.16
Median	$47.00	$48.38	$49.60
25th	$33.92	$38.00	$42.86
10th	$24.48	$28.60	$34.66
Average	$46.70	$48.90	$51.76

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Region: Pennsylvania

3) Clerical Assistant

Facilities	24
Total scheduled positions	53

Total filled positions	50	Vacancy Rate	6%
Total employee separations	7	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$20.21	$22.25	$22.89
75th	$18.18	$19.11	$20.63
Median	$16.16	$17.40	$18.00
25th	$13.90	$14.92	$15.88
10th	$11.48	$13.73	$14.72
Average	$16.28	$17.43	$18.36

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Region: Pennsylvania

4) Compliance/Quality/Risk Management Officer

Facilities	45		
Total scheduled positions	61		
Total filled positions	59	Vacancy Rate	3%
Total employee separations	4	Turnover Rate	7%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$48.84	$49.99	$52.19
75th	$41.68	$42.86	$44.11
Median	$31.30	$34.50	$35.24
25th	$28.00	$29.30	$29.92
10th	$25.08	$27.03	$27.50
Average	$36.33	$37.52	$38.83

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5) Compliance/Safety Specialist

Facilities	21		
Total scheduled positions	55		
Total filled positions	54	**Vacancy Rate**	2%
Total employee separations	12	**Turnover Rate**	22%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$32.50	$33.13	$33.42
75th	$30.70	$32.27	$32.50
Median	$24.95	$25.05	$29.24
25th	$21.49	$23.01	$23.38
10th	$20.00	$20.30	$20.60
Average	**$25.59**	**$26.56**	**$28.17**

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Region: Pennsylvania

6) Executive Assistant

Facilities	27		
Total scheduled positions	40		
Total filled positions	38	**Vacancy Rate**	5%
Total employee separations	3	**Turnover Rate**	8%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$46.15	$46.15	$47.69
75th	$35.49	$36.84	$38.57
Median	$29.50	$30.14	$30.14
25th	$22.94	$24.53	$26.68
10th	$20.28	$20.28	$20.28
Average	**$32.30**	**$33.27**	**$34.41**

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Region: Pennsylvania

7) House/Residential Manager

Facilities	40		
Total scheduled positions	896		
Total filled positions	815	**Vacancy Rate**	9%
Total employee separations	188	**Turnover Rate**	23%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$24.28	$26.11	$33.02
75th	$21.65	$23.57	$28.54
Median	$19.52	$21.99	$25.36
25th	$18.00	$20.00	$22.80
10th	$16.70	$18.38	$21.03
Average	**$20.19**	**$22.40**	**$26.46**

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June 2023

Region: Pennsylvania

8) Human Resources - Generalist

Facilities	38		
Total scheduled positions	73		
Total filled positions	70	**Vacancy Rate**	4%
Total employee separations	8	**Turnover Rate**	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$30.53	$33.33	$36.17
75th	$26.70	$29.66	$31.15
Median	$23.04	$24.14	$24.75
25th	$18.91	$20.00	$21.16
10th	$16.52	$16.52	$16.52
Average	**$23.46**	**$24.89**	**$26.33**

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ID/A Benchmark Compensation Survey
June 2023

Region: Pennsylvania

9) Human Resources - Recruiter

Facilities	30		
Total scheduled positions	50		
Total filled positions	46	**Vacancy Rate**	8%
Total employee separations	11	**Turnover Rate**	24%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$28.36	$29.45	$30.41
75th	$25.64	$26.76	$27.48
Median	$24.42	$24.60	$24.92
25th	$19.59	$20.00	$20.25
10th	$17.68	$17.99	$18.70
Average	**$23.28**	**$23.78**	**$24.31**

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Region: Pennsylvania

10) Human Resources - Director/Manager

Facilities	48		
Total scheduled positions	59		
Total filled positions	59	Vacancy Rate	0%
Total employee separations	6	Turnover Rate	10%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$51.31	$59.01	$64.35
75th	$46.02	$49.19	$52.38
Median	$39.72	$41.23	$41.83
25th	$32.97	$34.73	$34.97
10th	$27.98	$31.06	$31.24
Average	$39.88	$42.55	$45.93

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Region: Pennsylvania

11) Information Systems - Manager

Facilities	25		
Total scheduled positions	28		
Total filled positions	28	**Vacancy Rate**	0%
Total employee separations	2	**Turnover Rate**	7%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$54.92	$55.18	$55.44
75th	$44.38	$44.38	$44.38
Median	$40.80	$40.80	$42.54
25th	$33.00	$34.32	$36.06
10th	$26.58	$28.22	$28.22
Average	**$41.49**	**$42.11**	**$42.72**

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Region: Pennsylvania

12) Information Systems - Specialist/IT Technician

Facilities	25		
Total scheduled positions	62		
Total filled positions	59	**Vacancy Rate**	5%
Total employee separations	10	**Turnover Rate**	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$30.46	$33.27	$36.39
75th	$29.81	$30.35	$34.66
Median	$22.78	$25.02	$29.09
25th	$19.64	$21.00	$21.00
10th	$17.43	$17.43	$17.43
Average	**$23.88**	**$25.49**	**$27.52**

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Region: Pennsylvania

13) Program Director

Facilities	55		
Total scheduled positions	243		
Total filled positions	231	Vacancy Rate	5%
Total employee separations	40	Turnover Rate	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$46.26	$47.46	$50.48
75th	$37.80	$40.73	$42.24
Median	$28.17	$32.26	$34.52
25th	$25.27	$27.92	$30.99
10th	$22.72	$26.24	$28.55
Average	$31.67	$34.90	$38.16

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14) Program Team Lead/Frontline Supervisor

Facilities	49		
Total scheduled positions	463		
Total filled positions	409	Vacancy Rate	12%
Total employee separations	72	Turnover Rate	18%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$26.15	$29.22	$32.45
75th	$23.76	$26.31	$30.82
Median	$20.15	$22.64	$25.03
25th	$17.90	$19.95	$22.69
10th	$16.72	$18.33	$19.41
Average	$20.87	$23.41	$26.33

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Region: Pennsylvania

15) Receptionist/Telephone Operator/Call Center

Facilities	20		
Total scheduled positions	37		
Total filled positions	35	Vacancy Rate	5%
Total employee separations	8	Turnover Rate	23%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$18.60	$23.08	$23.50
75th	$16.95	$17.50	$18.97
Median	$15.50	$16.00	$17.36
25th	$14.85	$15.00	$15.50
10th	$12.00	$14.70	$15.00
Average	$16.09	$17.09	$18.25

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June 2023

Region: Pennsylvania

16) Resident Records Manager

Facilities	6
Total scheduled positions	8

Total filled positions	8	**Vacancy Rate**	0%
Total employee separations	0	**Turnover Rate**	0%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$32.89	$32.89	$32.89
75th	$31.04	$31.04	$31.04
Median	$29.20	$29.48	$29.76
25th	$27.63	$27.77	$27.91
10th	$22.55	$23.31	$24.37
Average	**$28.21**	**$28.56**	**$29.01**

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Region: Pennsylvania

17) Residential Services/Admissions - Director

Facilities	19		
Total scheduled positions	30		
Total filled positions	29	Vacancy Rate	3%
Total employee separations	5	Turnover Rate	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$57.93	$58.11	$57.93
75th	$47.97	$49.01	$48.77
Median	$36.37	$40.03	$41.33
25th	$32.70	$33.87	$33.90
10th	$25.01	$30.07	$32.50
Average	$41.89	$44.16	$44.89

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Region: Pennsylvania

18) Staff Development Coordinator Manager

Facilities	21		
Total scheduled positions	23		
Total filled positions	23	**Vacancy Rate**	0%
Total employee separations	1	**Turnover Rate**	4%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$43.79	$43.79	$43.79
75th	$34.62	$34.62	$34.62
Median	$30.29	$30.29	$32.12
25th	$24.00	$26.31	$26.41
10th	$21.00	$23.21	$23.21
Average	**$31.65**	**$32.14**	**$32.85**

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June 2023

19) Staff Development Trainer

Facilities	35
Total scheduled positions	73

Total filled positions	70	Vacancy Rate	4%
Total employee separations	5	Turnover Rate	7%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$28.07	$29.92	$31.80
75th	$25.36	$26.05	$27.88
Median	$23.24	$24.32	$25.00
25th	$21.05	$21.95	$22.73
10th	$17.59	$19.06	$21.00
Average	$23.38	$24.42	$25.78

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20) Adult Services Lead Clinician

Facilities	**		
Total scheduled positions	**		
Total filled positions	**	Vacancy Rate	**
Total employee separations	**	Turnover Rate	**

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	**	**	**
75th	**	**	**
Median	**	**	**
25th	**	**	**
10th	**	**	**
Average	**	**	**

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June 2023

Region: Pennsylvania

21) Director of Nursing

Facilities	15		
Total scheduled positions	21		
Total filled positions	19	**Vacancy Rate**	10%
Total employee separations	2	**Turnover Rate**	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$54.68	$54.68	$54.68
75th	$46.30	$47.02	$47.76
Median	$40.33	$40.33	$40.65
25th	$34.80	$35.48	$35.60
10th	$27.31	$34.82	$34.82
Average	**$41.25**	**$42.70**	**$43.08**

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Region: Pennsylvania

22) Licensed Practical Nurse (LPN)

Facilities	28
Total scheduled positions	229

Total filled positions	207	Vacancy Rate	10%
Total employee separations	60	Turnover Rate	29%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$32.78	$33.74	$36.76
75th	$28.44	$31.17	$33.77
Median	$25.12	$26.81	$30.00
25th	$21.81	$24.25	$25.18
10th	$21.00	$22.71	$23.35
Average	$25.82	$27.60	$29.93

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Region: Pennsylvania

23) Registered Nurse

Facilities	26
Total scheduled positions	162
Total filled positions	151
Total employee separations	42

Vacancy Rate	7%
Turnover Rate	28%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$38.76	$39.26	$47.43
75th	$35.59	$37.72	$38.28
Median	$31.25	$33.01	$35.07
25th	$26.70	$29.62	$31.13
10th	$24.56	$25.62	$26.62
Average	$31.82	$33.70	$36.14

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Region: Pennsylvania

24) Unit Director

Facilities	**
Total scheduled positions	**

Total filled positions	**	Vacancy Rate	**
Total employee separations	**	Turnover Rate	**

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	**	**	**
75th	**	**	**
Median	**	**	**
25th	**	**	**
10th	**	**	**
Average	**	**	**

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Region: Pennsylvania

25) Utilization Care Manager

Facilities	**		
Total scheduled positions	**		
Total filled positions	**	Vacancy Rate	**
Total employee separations	**	Turnover Rate	**

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	**	**	**
75th	**	**	**
Median	**	**	**
25th	**	**	**
10th	**	**	**
Average	**	**	**

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Region: Pennsylvania

26) Behavior Specialist

Facilities	16		
Total scheduled positions	24		
Total filled positions	22	**Vacancy Rate**	8%
Total employee separations	7	**Turnover Rate**	32%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$35.04	$35.44	$38.15
75th	$31.27	$31.73	$31.73
Median	$28.25	$29.69	$29.69
25th	$25.00	$25.95	$26.92
10th	$20.68	$22.63	$23.19
Average	**$28.30**	**$29.26**	**$30.17**

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Region: Pennsylvania

27) Behavioral Support Specialist

Facilities	21
Total scheduled positions	64

Total filled positions	57	Vacancy Rate	11%
Total employee separations	12	Turnover Rate	21%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$33.09	$33.09	$33.96
75th	$27.40	$28.28	$28.68
Median	$24.50	$26.50	$27.60
25th	$22.81	$22.81	$22.81
10th	$19.00	$19.63	$20.84
Average	$25.02	$25.85	$27.00

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Region: Pennsylvania

28) Counselor

Facilities	6		
Total scheduled positions	41		
Total filled positions	34	**Vacancy Rate**	17%
Total employee separations	10	**Turnover Rate**	29%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$33.91	$34.18	$37.41
75th	$17.91	$18.43	$23.64
Median	$16.31	$18.13	$19.51
25th	$15.00	$16.44	$18.39
10th	$14.71	$15.44	$16.52
Average	**$21.64**	**$22.58**	**$24.48**

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June 2023

Region: Pennsylvania

29) Direct Support Professional

Facilities	69		
Total scheduled positions	14,322		
Total filled positions	10,966	**Vacancy Rate**	23%
Total employee separations	3,627	**Turnover Rate**	33%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$17.06	$19.18	$26.40
75th	$15.50	$18.00	$23.31
Median	$15.00	$16.58	$20.71
25th	$14.00	$15.74	$18.00
10th	$11.98	$14.98	$17.00
Average	**$14.70**	**$16.90**	**$21.38**

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Region: Pennsylvania

30) Employment Specialist

Facilities	37		
Total scheduled positions	302		
Total filled positions	261	**Vacancy Rate**	14%
Total employee separations	81	**Turnover Rate**	31%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$20.81	$22.67	$26.88
75th	$19.60	$20.85	$23.50
Median	$17.85	$19.00	$20.87
25th	$15.00	$17.00	$18.00
10th	$14.72	$15.81	$16.87
Average	**$17.86**	**$19.34**	**$21.62**

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31) Life Skills Trainer

Facilities	**		
Total scheduled positions	**		
Total filled positions	**	**Vacancy Rate**	**
Total employee separations	**	**Turnover Rate**	**

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	**	**	**
75th	**	**	**
Median	**	**	**
25th	**	**	**
10th	**	**	**
Average	**	**	**

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Region: Pennsylvania

32) Program Specialist

Facilities	54		
Total scheduled positions	505		
Total filled positions	459	**Vacancy Rate**	9%
Total employee separations	110	**Turnover Rate**	24%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$26.18	$27.14	$31.56
75th	$24.04	$25.64	$27.90
Median	$21.94	$23.32	$26.44
25th	$18.97	$21.00	$23.83
10th	$17.48	$19.81	$20.00
Average	**$21.60**	**$23.48**	**$26.15**

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Region: Pennsylvania

33) Psychiatric Rehabilitation Specialist

Facilities	**		
Total scheduled positions	**		
Total filled positions	**	**Vacancy Rate**	**
Total employee separations	**	**Turnover Rate**	**

Percentile	**Actual Base Salary - Low**	**Actual Base Salary - Average**	**Actual Base Salary - High**
90th	**	**	**
75th	**	**	**
Median	**	**	**
25th	**	**	**
10th	**	**	**
Average	**	**	**

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34) Social Worker

Facilities	5
Total scheduled positions	13

Total filled positions	12	**Vacancy Rate**	8%
Total employee separations	1	**Turnover Rate**	8%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$33.30	$34.27	$37.05
75th	$27.40	$29.84	$36.78
Median	$26.27	$27.66	$34.82
25th	$22.98	$27.40	$27.40
10th	$22.09	$24.75	$24.75
Average	**$27.08**	**$29.02**	**$31.84**

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Region: Pennsylvania

35) Supports Coordinator

Facilities	5
Total scheduled positions	108

Total filled positions	89	Vacancy Rate	18%
Total employee separations	52	Turnover Rate	58%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$21.54	$24.97	$29.93
75th	$21.05	$24.00	$28.00
Median	$20.00	$23.11	$27.44
25th	$19.66	$21.86	$24.49
10th	$19.45	$20.98	$22.91
Average	$20.38	$23.00	$26.60

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Region: Pennsylvania

36) Housekeeper/Environmental Service Associate

Facilities	14		
Total scheduled positions	44		
Total filled positions	41	**Vacancy Rate**	7%
Total employee separations	4	**Turnover Rate**	10%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$17.69	$18.92	$20.36
75th	$16.17	$17.42	$18.31
Median	$15.00	$16.43	$16.47
25th	$11.03	$13.25	$14.61
10th	$8.53	$10.09	$10.89
Average	**$14.42**	**$15.56**	**$16.29**

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37) Maintenance - Director

Facilities	40		
Total scheduled positions	45		
Total filled positions	45	**Vacancy Rate**	0%
Total employee separations	4	**Turnover Rate**	9%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$45.62	$45.95	$46.09
75th	$37.28	$37.47	$37.52
Median	$31.52	$31.52	$32.16
25th	$25.91	$26.40	$26.40
10th	$21.80	$22.35	$22.35
Average	**$32.68**	**$33.31**	**$33.85**

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Region: Pennsylvania

38) Maintenance Worker

Facilities	38		
Total scheduled positions	157		
Total filled positions	144	**Vacancy Rate**	8%
Total employee separations	27	**Turnover Rate**	19%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$22.33	$25.24	$27.85
75th	$20.75	$22.16	$24.37
Median	$18.05	$20.16	$22.00
25th	$16.13	$17.26	$18.96
10th	$12.40	$13.90	$16.29
Average	**$18.02**	**$19.81**	**$22.12**

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Region: Pennsylvania

39) Accounting - Accounts Payable Representative

Facilities	44		
Total scheduled positions	72		
Total filled positions	71	Vacancy Rate	1%
Total employee separations	8	Turnover Rate	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$25.41	$26.34	$27.48
75th	$23.50	$24.47	$25.00
Median	$20.91	$21.00	$22.99
25th	$19.22	$19.89	$20.12
10th	$17.36	$17.50	$17.50
Average	$21.23	$21.86	$22.72

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40) Accounting - Billing and Claims Supervisor/Coordinator

Facilities	38		
Total scheduled positions	50		
Total filled positions	49	**Vacancy Rate**	2%
Total employee separations	7	**Turnover Rate**	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$36.81	$36.81	$36.81
75th	$29.81	$30.40	$32.44
Median	$23.34	$24.27	$25.00
25th	$19.68	$20.74	$21.54
10th	$18.36	$19.51	$19.51
Average	**$27.34**	**$28.07**	**$28.96**

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Region: Pennsylvania

41) Accounting - Manager

Facilities	21		
Total scheduled positions	26		
Total filled positions	22	**Vacancy Rate**	15%
Total employee separations	5	**Turnover Rate**	23%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$54.22	$55.36	$56.63
75th	$43.99	$45.56	$45.56
Median	$36.44	$37.21	$37.21
25th	$29.75	$30.25	$31.28
10th	$28.28	$28.70	$28.70
Average	**$38.53**	**$39.38**	**$40.23**

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Region: Pennsylvania

42) Accounting - Payroll Administrator

Facilities	18		
Total scheduled positions	18		
Total filled positions	18	**Vacancy Rate**	0%
Total employee separations	0	**Turnover Rate**	0%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$40.76	$40.76	$40.76
75th	$35.27	$35.27	$35.27
Median	$29.05	$29.05	$30.12
25th	$23.12	$24.87	$25.79
10th	$20.95	$22.34	$24.10
Average	**$29.60**	**$30.39**	**$31.24**

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43) Accounting - Payroll Specialist

Facilities	34		
Total scheduled positions	38		
Total filled positions	37	**Vacancy Rate**	3%
Total employee separations	6	**Turnover Rate**	16%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$27.97	$28.36	$29.13
75th	$26.16	$26.61	$26.79
Median	$22.82	$23.80	$23.98
25th	$19.49	$19.76	$20.65
10th	$16.46	$18.27	$18.61
Average	**$22.92**	**$23.45**	**$24.00**

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44) Accounting - Staff Accountant

Facilities	26		
Total scheduled positions	44		
Total filled positions	42	**Vacancy Rate**	5%
Total employee separations	8	**Turnover Rate**	19%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$29.28	$33.00	$33.93
75th	$24.74	$28.66	$32.17
Median	$23.08	$23.41	$23.41
25th	$20.69	$21.53	$21.76
10th	$18.10	$19.62	$20.37
Average	**$23.31**	**$24.71**	**$26.05**

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Region: Pennsylvania

45) Controller

Facilities	31		
Total scheduled positions	34		
Total filled positions	32	**Vacancy Rate**	6%
Total employee separations	6	**Turnover Rate**	19%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$52.82	$52.82	$52.82
75th	$49.93	$49.93	$49.93
Median	$45.56	$45.56	$45.56
25th	$37.94	$37.94	$38.12
10th	$31.36	$34.82	$36.69
Average	**$44.62**	**$45.02**	**$45.29**

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Region: Pennsylvania

46) Consumer Account Representative

Facilities	18		
Total scheduled positions	28		
Total filled positions	28	**Vacancy Rate**	0%
Total employee separations	1	**Turnover Rate**	4%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	$24.82	$24.82	$27.08
75th	$21.05	$22.46	$24.61
Median	$19.74	$20.47	$20.84
25th	$17.98	$18.62	$18.82
10th	$17.22	$17.96	$17.97
Average	**$20.60**	**$21.31**	**$22.13**

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