



# 2021 Member Program Wage & Benefits Survey

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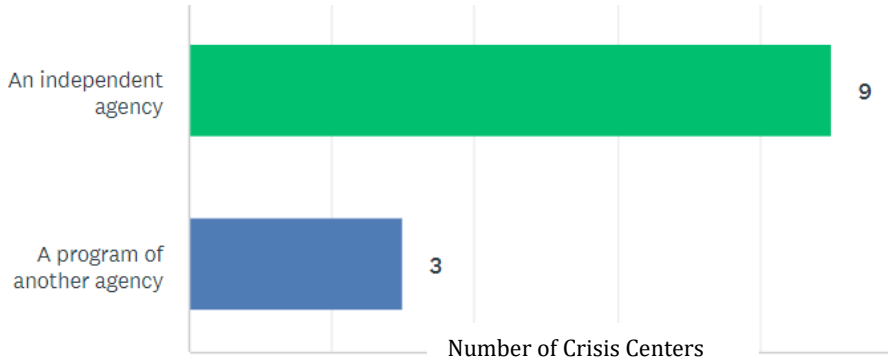
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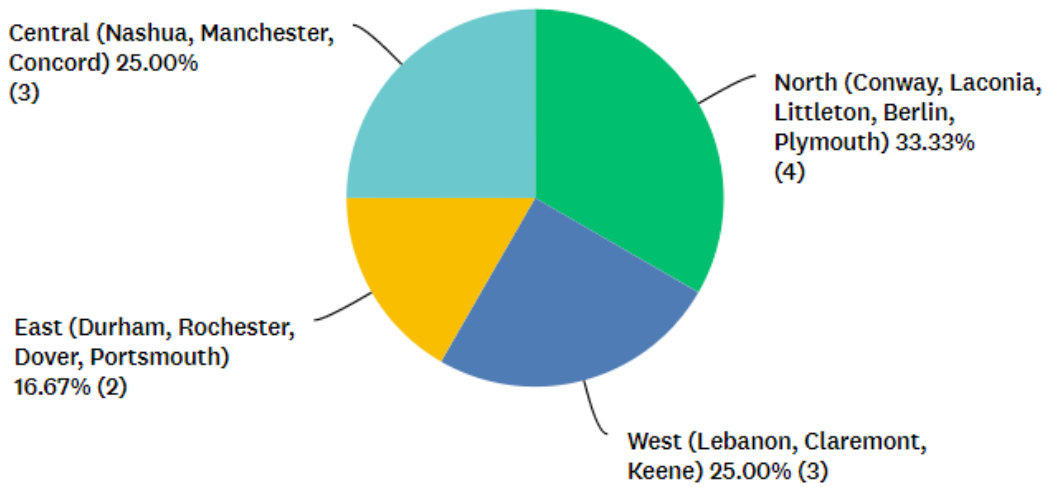
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# I. Organizational Profile

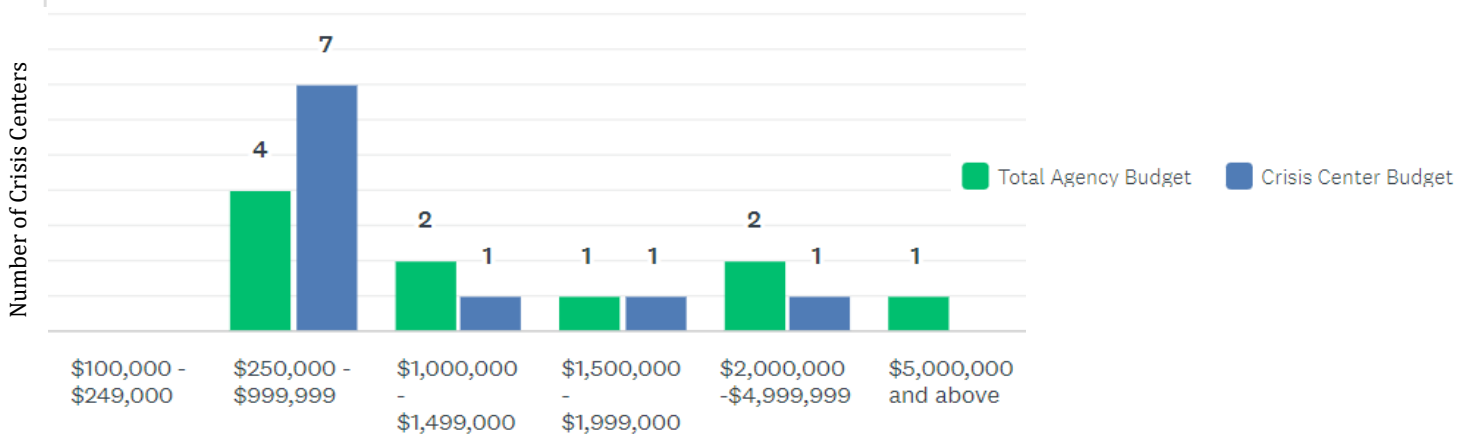
## Is Your Agency:



## Areas Served:



## Annual Operating Budget for 2021-2022:



### Number of Crisis Center Employees

	Male			Female				TOTAL
	Full Time	Part Time	AVAP	Full Time	Part Time	Contract	AVAP	
RESPONSE				7				7
Turning Points			1	7	1		1	10
CCCNH	1			8	1			10
Starting Point	1			9	2			12
SHARPP	1			4				5
MCVP				9	2			11
New Beginnings				8	2		1	11
WISE				14	8			22
REACH	1			9	1			11
Bridges				13	4	6	1	24
Voices				6	4			10
HAVEN	1			23	2	4	2	32
<b>TOTAL</b>	<b>5</b>		<b>1</b>	<b>117</b>	<b>27</b>	<b>10</b>	<b>5</b>	<b>165</b>

("Temporary" column removed due to no staff)

### Number of Years Your Organization Has Been in Existence:

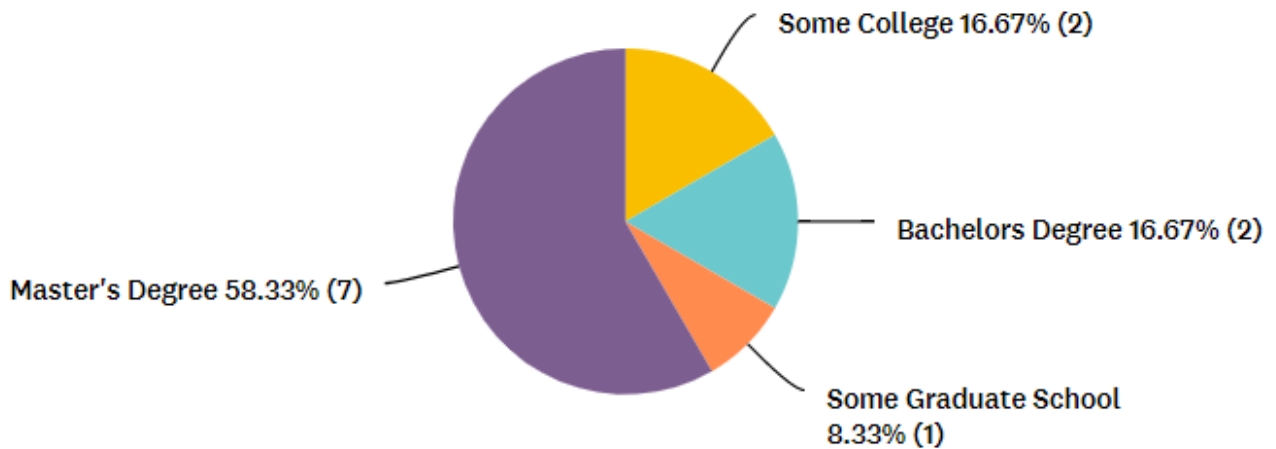
RESPONSE	42	New Beginnings	30
Turning Points	44	WISE	50
CCCNH	43	REACH	44
Starting Point	40	Bridges	44
SHARPP	39	Voices	39
MCVP	43	HAVEN	43

## II. Executive Director/CEO

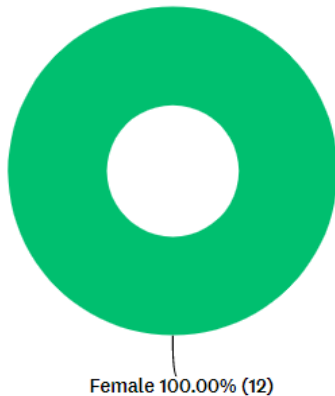
### Executive Director/CEO's Annual Gross Salary:

	Number of Agencies
\$50,000-\$59,999	1
\$60,000-\$69,000	2
\$70,000-\$79,999	4
\$80,000-\$89,000	1
\$90,000-\$100,000	2
\$100,000 +	2

### Executive Director/CEO's Highest Level of Education:



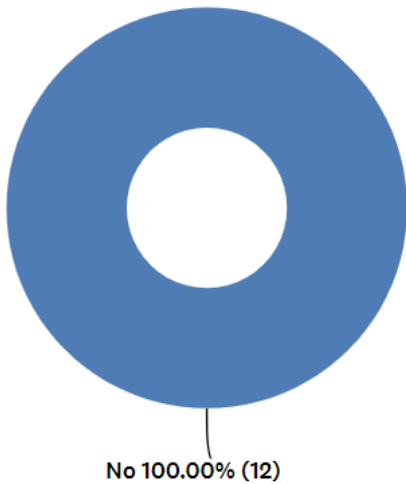
### Executive Director/CEO's Gender:



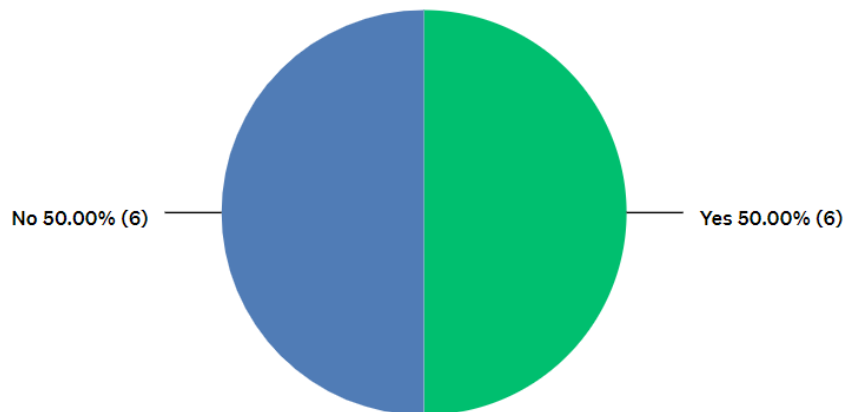
**Number of Years the Executive Director/CEO Has Been in Their Present Position and Within the Non-Profit Sector:**

	Years in Present Position	Years in Non-Profit Sector
RESPONSE	7	10
Turning Points	35	47
CCCNH	3	13
Starting Point	2	41
SHARPP	8	17
MCVP	16	22
New Beginnings	25	27
WISE	18	36
REACH	6	23
Bridges	24	35
Voices	9	33
HAVEN	20	32

**Is Your Executive Director Bilingual?**

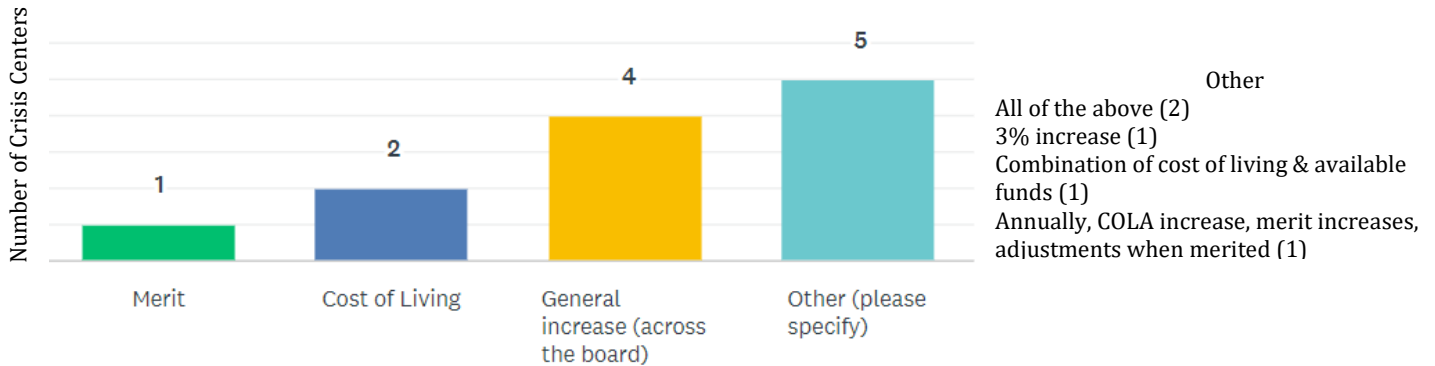


**Does Your Executive Director Provide Direct Services to Clients?**



### III. Employment Policies

#### How Are Salaries Increased?



#### What Was Your Organization's Average Salary Increase Budgeted for FY2022?\*

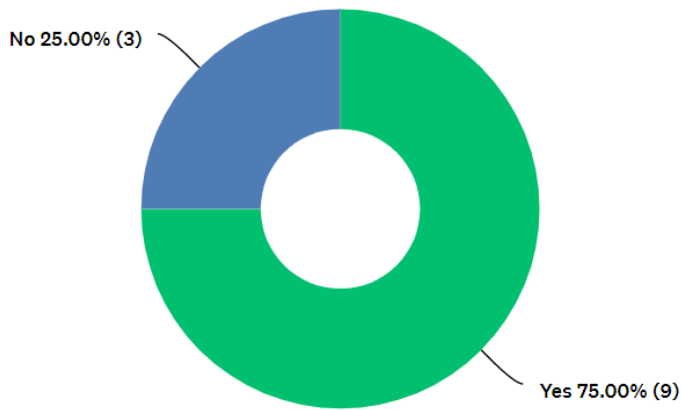
	Management	Professional Staff	Direct Service Staff	Education/ Outreach Staff	Clerical Staff	Part-time Staff
RESPONSE	3%	3%	3%	3%	3%	3%
Turning Points	\$5,000	0	\$8,320	\$4,000	\$5,000	0
CCCNH	5%	0	13%	13%	0	18%
Starting Point	5%	5%	5%	5%	5%	5%
SHARPP	2%	2%	2%	2%	2%	0%
MCVP	\$2,245	\$1,000	\$705	\$707	0	\$300
New Beginnings	0	0	\$4,160	\$4,160	\$2,080	\$2,080
WISE	3%	3%	3%	3%	3%	3%
REACH	0	0	0	0	0	0
Bridges	3%	3%	3%	3%	3%	3%
Voices	\$1,800	\$7,800	\$1,200	\$1,330	\$500	\$400
HAVEN	\$6,000	\$2,000	2%	2%	0	2%

\* Some organizations answered with a percentage and others with a dollar amount

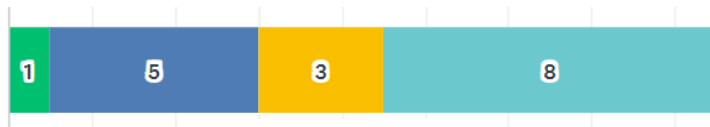
## How Many Hours/Week is Your Organization's Standard Work Schedule for Full-Time Employees?

12 organizations = 40 hours/week  
1 organization = 38 hours/week

## Does Your Organization Offer Flexible Work Schedules?



## If "Yes," What Types of Flexible Schedules Are Permitted?



Number of Crisis Centers

- Compressed work week (e.g., 5 days compressed into 4 or 3)
- Flex hours, any 7 or 8 hours during the day
- Flex hours with a core attendance period
- Work from home
- n/a



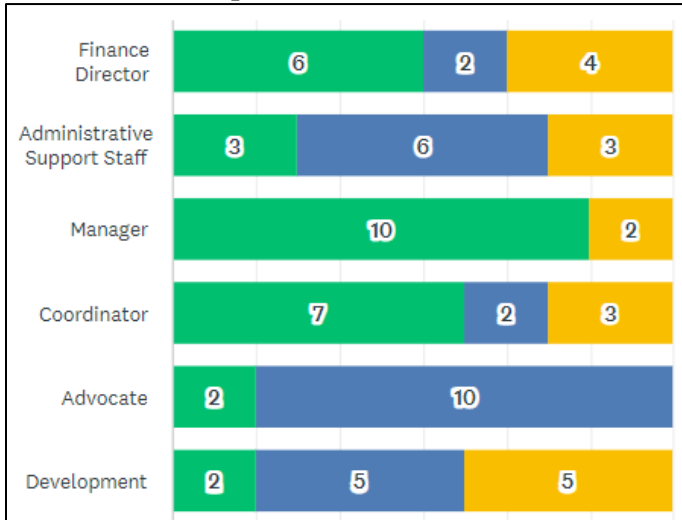
## IV. Compensation Information

### Breakdown of Compensation:

	Number of Employees	Lowest Rate	Highest Rate	Average Rate	Average Entry Level Rate
Finance Director	8	\$17.00	\$45.55	\$28.56	\$25.76
Administrative Support Staff	14	\$15.00	\$27.93	\$15.70	\$14.44
Manager	23	\$20.48	\$38.99	\$22.86	\$20.57
Coordinator	24	\$16.80	\$37.50	\$20.78	\$16.89
Advocate	67	\$15.00	\$26.00	\$19.68	\$17.82
Development	8	\$16.00	\$41.00	\$19.01	\$19.00

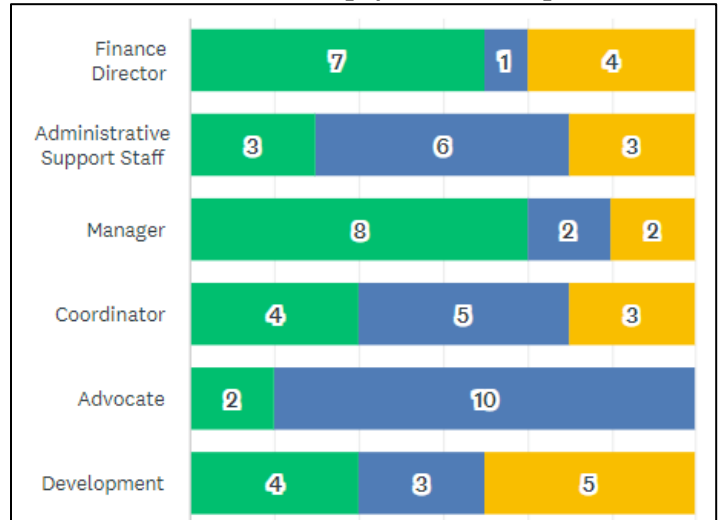
## Number of Member Program Staff (by Title) Who:

### Supervise Other Staff:



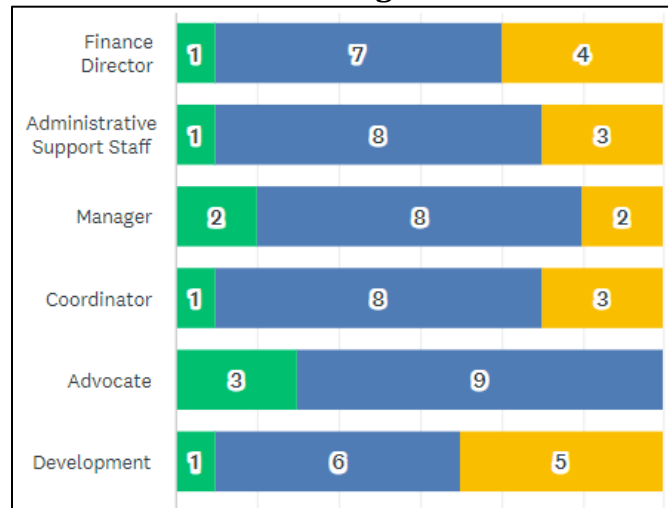
Yes No N/A

### Are Exempt/Non-Exempt:



Exempt Non-Exempt N/A

### Are Bilingual:

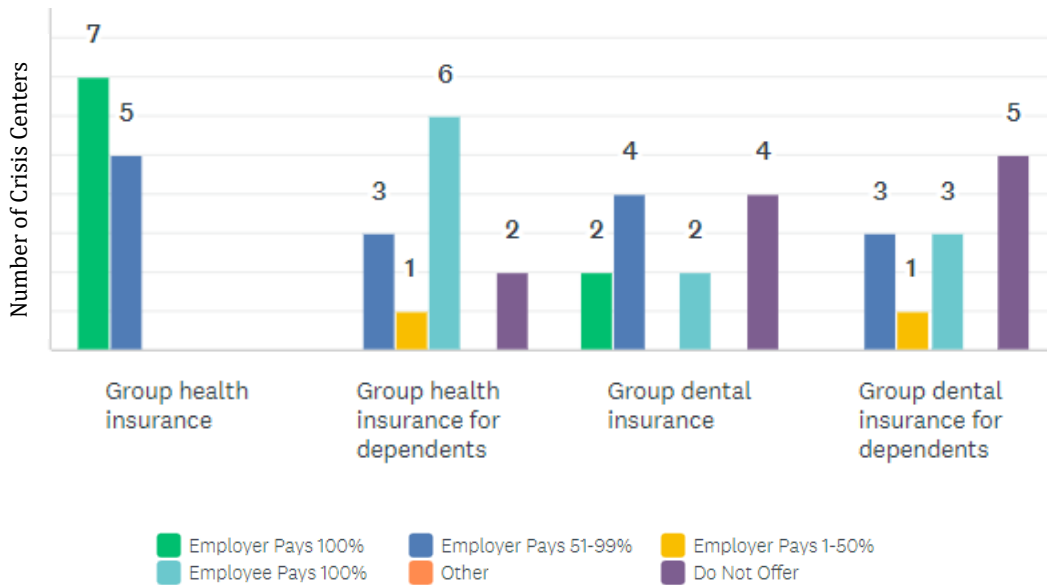


Yes No N/A

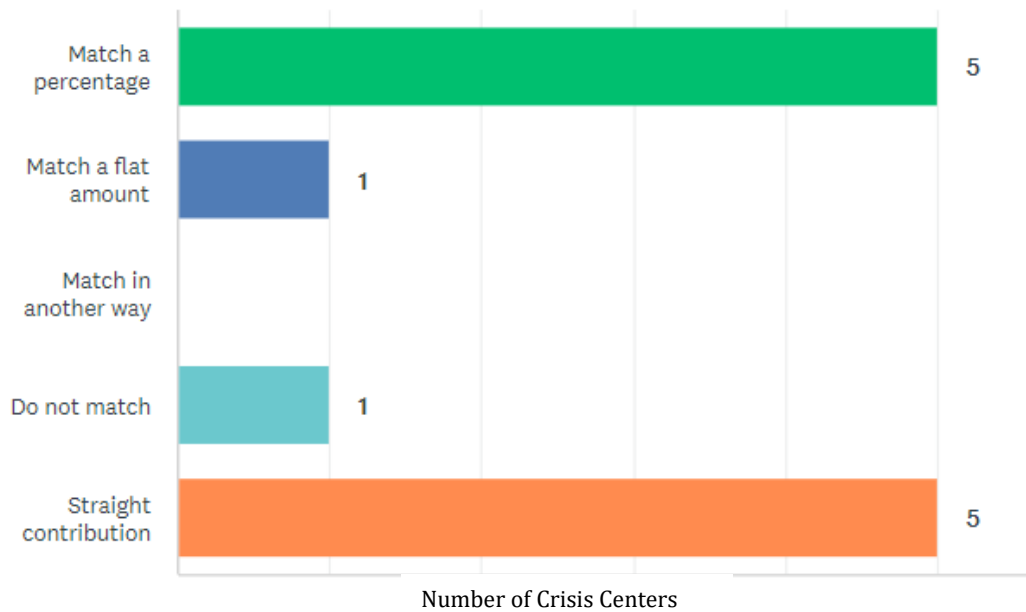
## Benefit Compensation

	Available for Full-Time	Available for Part-Time
Group health insurance	12	6
Group health insurance for dependents	8	4
Group dental insurance	8	4
Group dental insurance for dependents	7	4
Group life insurance	8	6
Long term disability insurance	8	5
Short term disability insurance	9	5
Long term care insurance	1	0
Child care assistance	0	0
Elder care assistance	0	0
Employee assistance plan	4	3
Family medical leave	11	7
Paid family medical leave	4	2
Unpaid family medical leave	11	8
Maternity leave	12	8
Paid maternity leave	9	5
Unpaid maternity leave	8	5
Paternity leave	8	5
Paid paternity leave	5	3
Unpaid paternity leave	9	5
Flexible benefit plan	3	1
Health/wellness program	2	1
Jury duty leave	12	9
Paid time off for volunteering	2	0
Prof. dev't/tuition reimbursement	7	3
Retirement counseling	5	3
Sabbatical	1	1
Remote work	9	8
Phone reimbursement	3	1
Flextime for exempt employees	8	3
None of the above	0	0

### Group Insurance Premium Percent Paid by Employer:

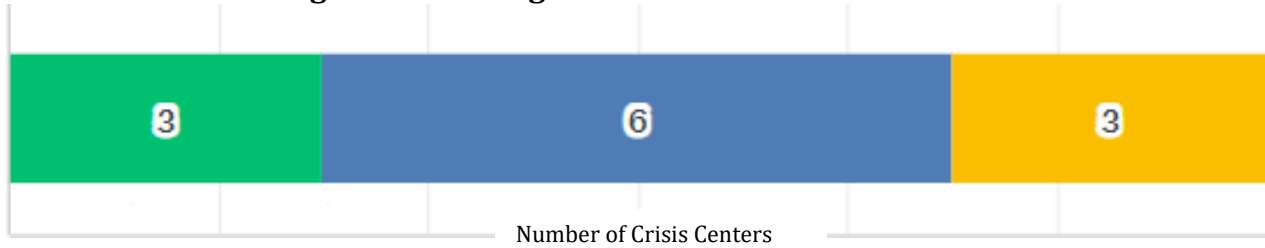


### Type of Employee Retirement Contribution or Match Your Organization Contributes To:



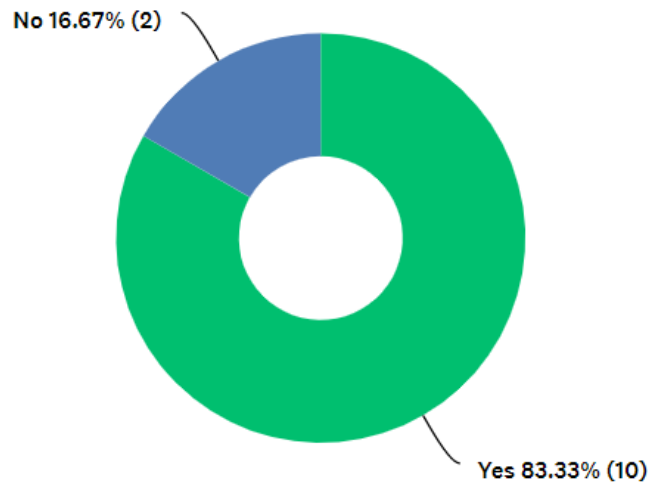
**Match of Employee Contribution**  
 Match a percentage: 2-6%  
 Straight contribution: 1-8%

### Which of the Following Does Your Organization Use for Paid Time Off?

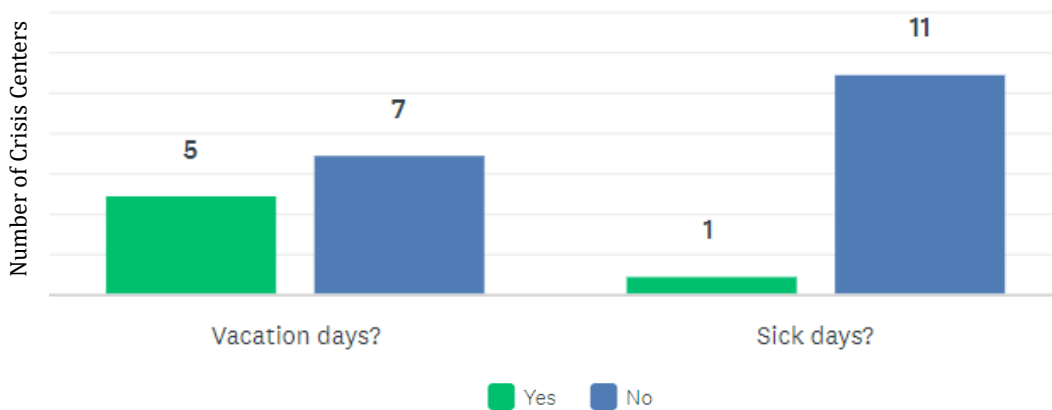


- Traditional - Vacation, sick, and holiday kept in separate sets of allowable days off
- Earned Time - Vacation and sick days combined into one set of allowable days off
- Combined Earned Time - Vacation, sick, and holidays combined into one set of allow
- None - No paid holidays, vacation, or sick days
- Other (please specify)

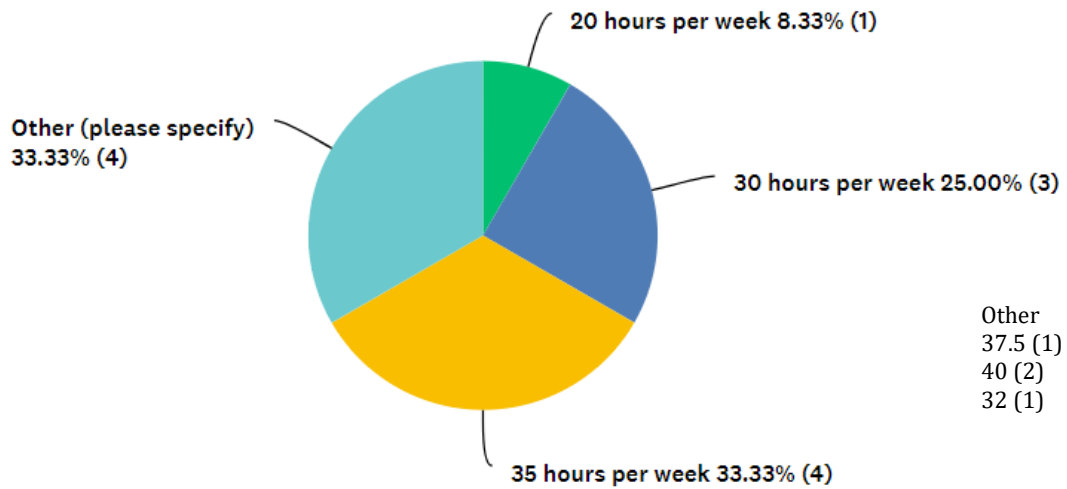
### Are Additional Vacation and Sick Days Added Based on Years of Service?



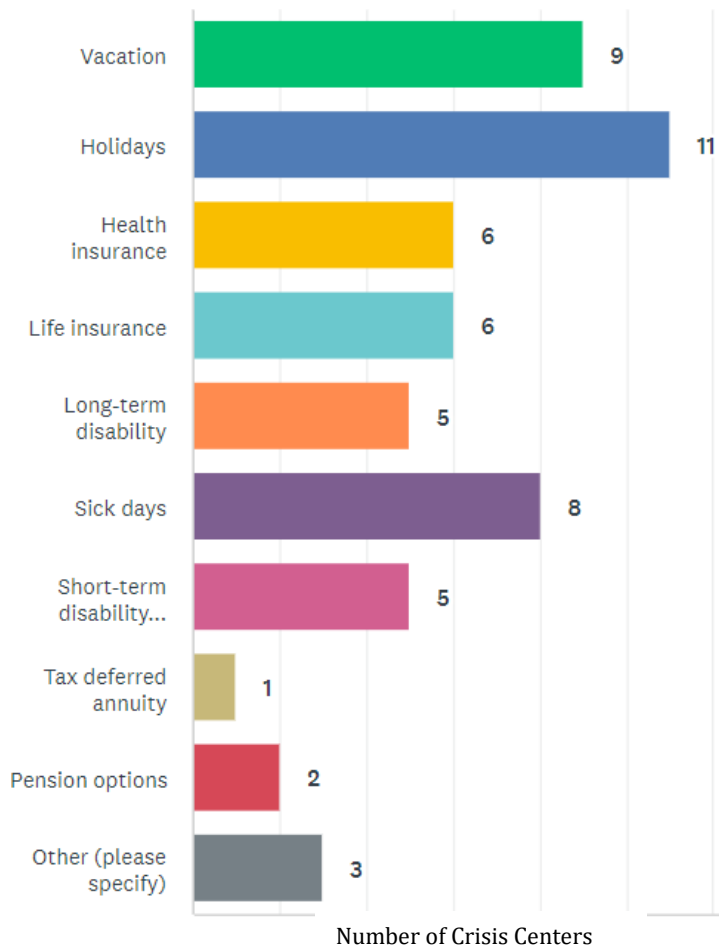
### Does Your Organization Compensate for Unused Days at the End of the Year?



### At What Number of Normal Work Hours are Employees Eligible for Full-Time Benefits?



### Which of the Following Benefits are Made Available to Part-Time Employees?



**Other Types of Benefits, Aside From Salary/Financial Incentives, Offered in an Effort to Boost Staff Morale:**

Professional development travel to professional conferences, staff retreats, holiday parties, and other opportunities to connect socially as a staff

Health Reimbursement Arrangement Plan prorated based on hours worked, for all employees working 20 hours / week or more. Occasional staff bonuses, staff outings

**Very flexible work environment, flexibility for familial and personal needs**

Happiness committee plans staff outings and activities; paid time for walking outside; hazard pay during COVID but then adjusted salaries for FY22

Staff outings and events

Once a year we have a staff gathering that is held outside of office and is focused on togetherness and wellbeing

**Staff retreat; holiday party**

Staff outings

## V. Additional Notes

Crisis center 1:

The salary ranges for Managers might skew the scale because I had to put Directors in that category, managers in the coordinator category and coordinators and advocates in the advocate salary. Also, I put 4 contract positions that are really per diems but didn't know how to include them.

Crisis center 2;

For question "What was your organization's average salary increase budgeted for FY2022" that is a 5% COLA increase. 1. It would be helpful to know how coalition members calculate wages for existing and new positions. Tiered/ Stepped program with a COLA increase each year to account for inflation plus moving up a tier each year of gained seniority? Calculating a baseline living wage and adjusting up according to skills, responsibilities, supervision, etc? Throwing a dart at the wall? This would be for a future salary survey, or PMC discussion. Our answer is basically throwing a dart at the wall. 2. Do other agencies offer bonuses? Stipends for crisis line coverage? How much? 3. Do other agencies offer a stipend for not taking health insurance coverage if the employee has coverage elsewhere? 4. For a future survey, I'd love to see a notes section added for benefits so more description could be added. For example, sabbaticals- at what point does someone become qualified for that, and what does that look like? For tuition/ staff development reimbursement, how much? I hope there's an agency that does offer those benefits. 5. For benefits other than group health insurance, I'd like to see whether the agency merely offers the benefit, or funds it wholly or partially. For benefits available to part time employees, is the benefit that is 100% paid for full time employees offered at 100% employees' cost, 100% covered by agency, or prorated? The salary survey is incredibly helpful, our board uses it as a tool to set salaries, wages, and benefits. It is not a hassle for me to fill it out, I'd be very willing to do it annually, or bi-annually, if other agencies felt it was equally helpful. I believe it's been five years since the last survey, which seems too long a gap for me. I'd be happy to discuss any of this further if anyone has any questions. Thank you so much for doing this.