

2024 ID/A Benchmark Compensation Survey

Publication Date: January 17, 2025
Data reported as of October 1, 2024

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ID/A Benchmark Compensation Survey

October 2024

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Executive Summary

The **2024 ID/A Benchmark Compensation Survey** reflects salaries in effect as of **October 1, 2024** at sixty-three (63) 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 facilities submitted data for a particular position, no data is reported.

The survey collected data on actual pay rates, pay practices, benefits, and staff demographic profile 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 2023. However, there were 7 positions with a change of 10 percent or greater:

- #4 - Compliance/Quality/Risk Management Officer - The 15% increase was due to a combination of 27% fewer facilities submitting data and a 41% increase in values at the 90th percentile from 2023 to 2024.
- #16 - Resident Records Manager - The 12% decrease was due to a 15% decrease in the values at the 10th percentile from 2023 to 2024.
- #26 - Behavior Specialist - The 13% increase was due to a combination of a 10% increase in the values at the 10th percentile and a 18% increase in the values at the 90th percentile from 2023 to 2024.
- #28 - Counselor - The 38% increase was due to a combination of a 16% increase in the values at the 10th percentile and a 58% increase in the values at the 90th percentile from 2023 to 2024.
- #36 - Housekeeper/Environmental Service Associate - The 14% increase was due to a combination of a 27% increase in the values at the 10th percentile and a 30% increase in the values at the 90th percentile from 2023 to 2024.
- #45 - Controller - The 12% increase was due to a combination of a 14% increase in the values at the 10th percentile and a 27% increase in the values at the 90th percentile from 2023 to 2024.
- #46 - Consumer Account Representative - The 18% increase was due to a combination of a 9% increase in the values at the 10th percentile and a 26% increase in the values at the 90th percentile from 2023 to 2024.

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Notes & Explanations

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.

Definitions and calculations

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
1	Administrative Assistant
2	Adult Services Administrator
3	Clerical Assistant
4	Compliance/Quality/Risk Management Officer
5	Compliance/Safety Specialist
6	Executive Assistant
7	House/Residential Manager
8	Human Resources - Generalist
9	Human Resources - Recruiter
10	Human Resources - Director/Manager
11	Information Systems - Manager
12	Information Systems - Specialist/IT Technician

JOB NO.	JOB TITLE
13	Program Director
14	Program Team Lead/Frontline Supervisor
15	Receptionist/Telephone Operator/Call Center
16	Resident Records Manager
17	Residential Services/Admissions - Director
18	Staff Development Coordinator Manager
19	Staff Development Trainer
20	Adult Services Lead Clinician
21	Director of Nursing
22	Licensed Practical Nurse (LPN)
23	Registered Nurse
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 Summaries

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 Summaries

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 Summaries

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 Summaries

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 Summaries

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 Summaries

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 Summaries

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 Summaries

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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Job Number	Job Family	Job Title	Job Description
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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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	104	\$20.39	\$20.28	0.51%
2	Adult Services Administrator	Administrative	93	\$49.89	\$48.90	2.03%
3	Clerical Assistant	Administrative	51	\$18.67	\$17.43	7.09%
4	Compliance/Quality/Risk Management Officer	Administrative	55	\$43.48	\$37.52	15.90%
5	Compliance/Safety Specialist	Administrative	49	\$27.86	\$26.56	4.89%
6	Executive Assistant	Administrative	24	\$31.95	\$33.27	-3.96%
7	House/Residential Manager	Administrative	560	\$24.47	\$22.40	9.22%
8	Human Resources - Generalist	Administrative	55	\$25.90	\$24.89	4.08%
9	Human Resources - Recruiter	Administrative	42	\$24.98	\$23.78	5.06%
10	Human Resources - Director/Manager	Administrative	68	\$42.04	\$42.55	-1.20%
11	Information Systems - Manager	Administrative	23	\$42.59	\$42.11	1.15%
12	Information Systems - Specialist/IT Technician	Administrative	55	\$25.83	\$25.49	1.31%
13	Program Director	Administrative	184	\$37.44	\$34.90	7.27%
14	Program Team Lead/Frontline Supervisor	Administrative	530	\$24.01	\$23.41	2.56%
15	Receptionist/Telephone Operator/Call Center	Administrative	29	\$16.87	\$17.09	-1.30%
16	Resident Records Manager	Administrative	13	\$25.26	\$28.56	-11.54%
17	Residential Services/Admissions - Director	Administrative	49	\$44.56	\$44.16	0.90%
18	Staff Development Coordinator Manager	Administrative	31	\$34.19	\$32.14	6.37%
19	Staff Development Trainer	Administrative	69	\$25.03	\$24.42	2.47%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**
21	Director of Nursing	Clinical Positions	18	\$46.31	\$42.70	8.45%
22	Licensed Practical Nurse (LPN)	Clinical Positions	214	\$29.10	\$27.60	5.43%
23	Registered Nurse	Clinical Positions	145	\$35.88	\$33.70	6.45%

** 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	5	\$30.69	\$0.00	0.00%
26	Behavior Specialist	Direct Support	72	\$32.91	\$29.26	12.45%
27	Behavioral Support Specialist	Direct Support	83	\$28.08	\$25.85	8.66%
28	Counselor	Direct Support	147	\$31.07	\$22.58	37.60%
29	Direct Support Professional	Direct Support	9,564	\$17.85	\$16.90	5.62%
30	Employment Specialist	Direct Support	184	\$20.49	\$19.34	5.94%
31	Life Skills Trainer	Direct Support	146	\$19.29	\$0.00	0.00%
32	Program Specialist	Direct Support	421	\$24.87	\$23.48	5.92%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**
34	Social Worker	Direct Support	95	\$27.87	\$29.02	-3.96%
35	Supports Coordinator	Direct Support	183	\$22.74	\$23.00	-1.09%
36	Housekeeper/Environmental Service Associate	Facilities	38	\$17.80	\$15.56	14.38%
37	Maintenance - Director	Facilities	38	\$34.93	\$33.31	4.88%
38	Maintenance Worker	Facilities	225	\$21.49	\$19.81	8.48%
39	Accounting - Accounts Payable Representative	Fiscal	59	\$24.02	\$21.86	9.90%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	56	\$25.61	\$28.07	-8.75%
41	Accounting - Manager	Fiscal	54	\$41.19	\$39.38	4.60%
42	Accounting - Payroll Administrator	Fiscal	18	\$29.14	\$30.39	-4.14%
43	Accounting - Payroll Specialist	Fiscal	23	\$22.79	\$23.45	-2.82%
44	Accounting - Staff Accountant	Fiscal	29	\$26.64	\$24.71	7.81%
45	Controller	Fiscal	25	\$50.23	\$45.02	11.58%
46	Consumer Account Representative	Fiscal	34	\$25.11	\$21.31	17.87%

** 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	82%	6%	25%
2	Adult Services Administrator	Administrative	98%	1%	5%
3	Clerical Assistant	Administrative	75%	0%	6%
4	Compliance/Quality/Risk Management Officer	Administrative	95%	4%	6%
5	Compliance/Safety Specialist	Administrative	89%	7%	22%
6	Executive Assistant	Administrative	88%	13%	29%
7	House/Residential Manager	Administrative	82%	5%	24%
8	Human Resources - Generalist	Administrative	90%	3%	23%
9	Human Resources - Recruiter	Administrative	89%	11%	26%
10	Human Resources - Director/Manager	Administrative	94%	3%	12%
11	Information Systems - Manager	Administrative	100%	0%	0%
12	Information Systems - Specialist/IT Technician	Administrative	89%	5%	11%
13	Program Director	Administrative	91%	3%	13%
14	Program Team Lead/Frontline Supervisor	Administrative	91%	14%	21%
15	Receptionist/Telephone Operator/Call Center	Administrative	65%	10%	21%
16	Resident Records Manager	Administrative	60%	13%	23%
17	Residential Services/Admissions - Director	Administrative	62%	6%	10%
18	Staff Development Coordinator Manager	Administrative	100%	0%	3%
19	Staff Development Trainer	Administrative	96%	3%	14%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**
21	Director of Nursing	Clinical Positions	95%	5%	17%
22	Licensed Practical Nurse (LPN)	Clinical Positions	68%	10%	32%
23	Registered Nurse	Clinical Positions	58%	9%	24%

** 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	80%	0%	0%
26	Behavior Specialist	Direct Support	80%	10%	18%
27	Behavioral Support Specialist	Direct Support	85%	12%	16%
28	Counselor	Direct Support	38%	17%	29%
29	Direct Support Professional	Direct Support	63%	14%	31%
30	Employment Specialist	Direct Support	73%	15%	35%
31	Life Skills Trainer	Direct Support	53%	1%	11%
32	Program Specialist	Direct Support	93%	9%	27%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**
34	Social Worker	Direct Support	38%	27%	60%
35	Supports Coordinator	Direct Support	89%	9%	38%
36	Housekeeper/Environmental Service Associate	Facilities	54%	5%	26%
37	Maintenance - Director	Facilities	97%	0%	11%
38	Maintenance Worker	Facilities	51%	6%	14%
39	Accounting - Accounts Payable Representative	Fiscal	86%	0%	16%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	88%	3%	14%
41	Accounting - Manager	Fiscal	98%	4%	11%
42	Accounting - Payroll Administrator	Fiscal	89%	6%	18%
43	Accounting - Payroll Specialist	Fiscal	84%	8%	17%
44	Accounting - Staff Accountant	Fiscal	83%	17%	13%
45	Controller	Fiscal	92%	0%	12%
46	Consumer Account Representative	Fiscal	88%	0%	18%

** Indicates not enough participants

ID/A Benchmark Compensation Survey

October 2024

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?	Has your organization hired any additional staff specifically to assist in managing requirements for PBC?
1	Administrative Assistant	Administrative	42%	17%	0%	11%	64%	19%	3%
2	Adult Services Administrator	Administrative	33%	19%	0%	4%	52%	19%	0%
3	Clerical Assistant	Administrative	43%	10%	0%	10%	62%	24%	5%
4	Compliance/Quality/Risk Management Officer	Administrative	24%	12%	0%	3%	61%	21%	3%
5	Compliance/Safety Specialist	Administrative	28%	11%	0%	6%	61%	17%	0%
6	Executive Assistant	Administrative	17%	6%	0%	0%	50%	0%	0%
7	House/Residential Manager	Administrative	32%	32%	0%	3%	71%	37%	0%
8	Human Resources - Generalist	Administrative	30%	19%	0%	4%	59%	19%	0%
9	Human Resources - Recruiter	Administrative	28%	20%	0%	4%	64%	20%	0%
10	Human Resources - Director/Manager	Administrative	28%	16%	0%	2%	63%	16%	0%
11	Information Systems - Manager	Administrative	25%	15%	0%	5%	55%	20%	0%
12	Information Systems - Specialist/IT Technician	Administrative	19%	14%	0%	10%	48%	14%	0%
13	Program Director	Administrative	31%	19%	0%	4%	56%	23%	0%
14	Program Team Lead/Frontline Supervisor	Administrative	30%	33%	0%	4%	61%	30%	0%
15	Receptionist/Telephone Operator/Call Center	Administrative	7%	14%	0%	0%	50%	14%	0%
16	Resident Records Manager	Administrative	25%	13%	0%	13%	50%	13%	0%
17	Residential Services/Admissions - Director	Administrative	21%	11%	0%	0%	58%	11%	0%
18	Staff Development Coordinator Manager	Administrative	14%	23%	0%	5%	59%	23%	5%
19	Staff Development Trainer	Administrative	27%	17%	0%	3%	60%	23%	3%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**	**	**	**
21	Director of Nursing	Clinical Positions	54%	23%	0%	8%	77%	23%	0%
22	Licensed Practical Nurse (LPN)	Clinical Positions	29%	18%	0%	14%	61%	29%	4%
23	Registered Nurse	Clinical Positions	13%	17%	0%	13%	58%	29%	0%

ID/A Benchmark Compensation Survey

October 2024

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?	Has your organization hired any additional staff specifically to assist in managing requirements for PBC?
24	Unit Director	Clinical Positions	**	**	**	**	**	**	**
25	Utilization Care Manager	Clinical Positions	20%	0%	0%	0%	20%	0%	0%
26	Behavior Specialist	Direct Support	18%	24%	0%	6%	76%	24%	0%
27	Behavioral Support Specialist	Direct Support	21%	47%	0%	0%	79%	32%	5%
28	Counselor	Direct Support	14%	43%	0%	14%	57%	57%	0%
29	Direct Support Professional	Direct Support	41%	60%	7%	22%	76%	55%	3%
30	Employment Specialist	Direct Support	17%	38%	0%	7%	69%	21%	0%
31	Life Skills Trainer	Direct Support	0%	20%	0%	20%	60%	40%	20%
32	Program Specialist	Direct Support	31%	25%	0%	6%	69%	29%	2%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**	**	**	**
34	Social Worker	Direct Support	0%	0%	0%	17%	67%	17%	0%
35	Supports Coordinator	Direct Support	25%	13%	0%	13%	75%	25%	0%
36	Housekeeper/Environmental Service Associate	Facilities	9%	18%	0%	0%	45%	18%	0%
37	Maintenance - Director	Facilities	30%	10%	0%	3%	63%	17%	0%
38	Maintenance Worker	Facilities	26%	9%	3%	3%	71%	29%	0%
39	Accounting - Accounts Payable Representative	Fiscal	34%	11%	0%	8%	61%	21%	0%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	27%	9%	0%	3%	61%	15%	0%
41	Accounting - Manager	Fiscal	29%	8%	0%	4%	58%	17%	0%
42	Accounting - Payroll Administrator	Fiscal	41%	12%	0%	6%	53%	24%	0%
43	Accounting - Payroll Specialist	Fiscal	20%	15%	0%	10%	70%	10%	0%
44	Accounting - Staff Accountant	Fiscal	18%	12%	0%	0%	59%	18%	0%
45	Controller	Fiscal	33%	21%	0%	0%	54%	17%	0%
46	Consumer Account Representative	Fiscal	29%	7%	0%	0%	50%	14%	0%

ID/A Benchmark Compensation Survey

October 2024

Pay Practices

Region: Pennsylvania

Job Number	Job Title	Job Family	Number of Facilities Responding	Total hours worked that are paid overtime - Minimum Reported %	Total hours worked that are paid overtime - Maximum Reported %	Total hours worked that are paid overtime - Average Reported %
26	Behavior Specialist	Direct Support	**	**	**	**
27	Behavioral Support Specialist	Direct Support	**	**	**	**
28	Counselor	Direct Support	**	**	**	**
29	Direct Support Professional	Direct Support	32	1%	55%	16%
30	Employment Specialist	Direct Support	**	**	**	**
31	Life Skills Trainer	Direct Support	**	**	**	**
32	Program Specialist	Direct Support	5	2%	25%	9%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**
34	Social Worker	Direct Support	**	**	**	**
35	Supports Coordinator	Direct Support	**	**	**	**
** Indicates not enough participants						

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Gender

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"			
			Female	Male	Non-binary	Gender Unknown
1	Administrative Assistant	Administrative	81%	13%	0%	6%
2	Adult Services Administrator	Administrative	74%	15%	0%	11%
3	Clerical Assistant	Administrative	88%	12%	0%	0%
4	Compliance/Quality/Risk Management Officer	Administrative	69%	25%	0%	5%
5	Compliance/Safety Specialist	Administrative	63%	22%	0%	14%
6	Executive Assistant	Administrative	92%	4%	0%	4%
7	House/Residential Manager	Administrative	66%	24%	0%	11%
8	Human Resources - Generalist	Administrative	85%	9%	0%	5%
9	Human Resources - Recruiter	Administrative	71%	19%	0%	10%
10	Human Resources - Director/Manager	Administrative	79%	18%	0%	3%
11	Information Systems - Manager	Administrative	22%	70%	0%	9%
12	Information Systems - Specialist/IT Technician	Administrative	22%	78%	0%	0%
13	Program Director	Administrative	68%	22%	0%	10%
14	Program Team Lead/Frontline Supervisor	Administrative	64%	25%	0%	12%
15	Receptionist/Telephone Operator/Call Center	Administrative	76%	10%	0%	14%
16	Resident Records Manager	Administrative	77%	0%	0%	23%
17	Residential Services/Admissions - Director	Administrative	82%	16%	0%	2%
18	Staff Development Coordinator Manager	Administrative	83%	13%	0%	3%
19	Staff Development Trainer	Administrative	55%	32%	0%	13%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**
21	Director of Nursing	Clinical Positions	89%	6%	0%	6%
22	Licensed Practical Nurse (LPN)	Clinical Positions	85%	11%	0%	4%
23	Registered Nurse	Clinical Positions	90%	8%	0%	1%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Gender

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"			
			Female	Male	Non-binary	Gender Unknown
24	Unit Director	Clinical Positions	**	**	**	**
25	Utilization Care Manager	Clinical Positions	80%	20%	0%	0%
26	Behavior Specialist	Direct Support	74%	11%	0%	15%
27	Behavioral Support Specialist	Direct Support	66%	27%	0%	7%
28	Counselor	Direct Support	67%	33%	0%	1%
29	Direct Support Professional	Direct Support	65%	27%	0%	8%
30	Employment Specialist	Direct Support	64%	34%	0%	2%
31	Life Skills Trainer	Direct Support	84%	16%	0%	0%
32	Program Specialist	Direct Support	72%	18%	0%	10%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**
34	Social Worker	Direct Support	61%	29%	0%	9%
35	Supports Coordinator	Direct Support	83%	17%	0%	1%
36	Housekeeper/Environmental Service Associate	Facilities	58%	37%	0%	5%
37	Maintenance - Director	Facilities	8%	84%	0%	8%
38	Maintenance Worker	Facilities	18%	79%	0%	3%
39	Accounting - Accounts Payable Representative	Fiscal	66%	22%	0%	12%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	80%	11%	0%	9%
41	Accounting - Manager	Fiscal	57%	39%	0%	4%
42	Accounting - Payroll Administrator	Fiscal	61%	22%	0%	17%
43	Accounting - Payroll Specialist	Fiscal	83%	13%	0%	4%
44	Accounting - Staff Accountant	Fiscal	79%	17%	0%	3%
45	Controller	Fiscal	56%	32%	0%	12%
46	Consumer Account Representative	Fiscal	85%	9%	0%	6%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Race and Ethnicity

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"								
			American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic/Latino	More than one race	Other race	Race Unknown
1	Administrative Assistant	Administrative	0%	0%	13%	0%	74%	1%	2%	1%	9%
2	Adult Services Administrator	Administrative	0%	0%	29%	0%	52%	3%	0%	0%	16%
3	Clerical Assistant	Administrative	0%	0%	22%	0%	75%	2%	2%	0%	0%
4	Compliance/Quality/Risk Management Officer	Administrative	2%	0%	7%	0%	85%	0%	0%	0%	5%
5	Compliance/Safety Specialist	Administrative	0%	0%	31%	0%	55%	0%	0%	0%	14%
6	Executive Assistant	Administrative	0%	0%	4%	0%	79%	0%	0%	0%	17%
7	House/Residential Manager	Administrative	0%	1%	37%	0%	42%	4%	3%	0%	14%
8	Human Resources - Generalist	Administrative	0%	2%	16%	0%	62%	4%	4%	0%	13%
9	Human Resources - Recruiter	Administrative	0%	0%	29%	0%	55%	7%	0%	0%	10%
10	Human Resources - Director/Manager	Administrative	0%	0%	12%	1%	76%	3%	0%	3%	4%
11	Information Systems - Manager	Administrative	0%	4%	4%	0%	83%	0%	0%	0%	9%
12	Information Systems - Specialist/IT Technician	Administrative	0%	2%	7%	0%	83%	2%	2%	2%	2%
13	Program Director	Administrative	0%	0%	14%	0%	72%	0%	1%	0%	13%
14	Program Team Lead/Frontline Supervisor	Administrative	0%	0%	35%	0%	45%	3%	2%	0%	13%
15	Receptionist/Telephone Operator/Call Center	Administrative	0%	0%	10%	0%	79%	0%	0%	0%	10%
16	Resident Records Manager	Administrative	0%	0%	38%	0%	31%	0%	0%	0%	31%
17	Residential Services/Admissions - Director	Administrative	0%	0%	18%	0%	67%	2%	0%	0%	12%
18	Staff Development Coordinator Manager	Administrative	0%	0%	7%	0%	80%	3%	3%	0%	7%
19	Staff Development Trainer	Administrative	0%	3%	19%	0%	57%	6%	1%	0%	14%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**	**	**	**	**	**
21	Director of Nursing	Clinical Positions	0%	0%	17%	0%	78%	0%	0%	0%	6%
22	Licensed Practical Nurse (LPN)	Clinical Positions	0%	0%	45%	0%	41%	1%	1%	0%	10%
23	Registered Nurse	Clinical Positions	0%	1%	36%	1%	52%	1%	2%	2%	5%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Race and Ethnicity

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"									
			American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic/Latino	More than one race	Other race	Race Unknown	
24	Unit Director	Clinical Positions	**	**	**	**	**	**	**	**	**	**
25	Utilization Care Manager	Clinical Positions	0%	0%	40%	0%	20%	0%	0%	0%	0%	40%
26	Behavior Specialist	Direct Support	0%	0%	15%	0%	61%	1%	1%	0%	0%	21%
27	Behavioral Support Specialist	Direct Support	0%	0%	17%	0%	49%	2%	0%	0%	0%	31%
28	Counselor	Direct Support	0%	0%	80%	0%	17%	1%	0%	0%	0%	2%
29	Direct Support Professional	Direct Support	0%	1%	39%	0%	37%	3%	2%	0%	0%	18%
30	Employment Specialist	Direct Support	0%	0%	22%	1%	72%	1%	0%	0%	0%	5%
31	Life Skills Trainer	Direct Support	0%	3%	47%	0%	45%	1%	1%	0%	0%	2%
32	Program Specialist	Direct Support	0%	0%	20%	0%	61%	2%	2%	0%	0%	14%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**	**	**	**	**	**	**
34	Social Worker	Direct Support	0%	2%	27%	0%	56%	1%	1%	3%	0%	9%
35	Supports Coordinator	Direct Support	0%	1%	30%	0%	60%	4%	2%	3%	0%	1%
36	Housekeeper/Environmental Service Associate	Facilities	3%	0%	26%	0%	63%	3%	0%	0%	0%	5%
37	Maintenance - Director	Facilities	0%	0%	3%	0%	84%	3%	0%	0%	0%	11%
38	Maintenance Worker	Facilities	0%	1%	20%	0%	72%	1%	1%	0%	0%	4%
39	Accounting - Accounts Payable Representative	Fiscal	0%	5%	10%	0%	71%	3%	0%	0%	0%	10%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	0%	7%	13%	0%	70%	0%	0%	2%	0%	9%
41	Accounting - Manager	Fiscal	0%	2%	11%	0%	80%	4%	0%	0%	0%	4%
42	Accounting - Payroll Administrator	Fiscal	0%	6%	11%	0%	67%	0%	0%	0%	0%	17%
43	Accounting - Payroll Specialist	Fiscal	0%	9%	13%	0%	74%	0%	0%	0%	0%	4%
44	Accounting - Staff Accountant	Fiscal	3%	7%	10%	0%	72%	3%	0%	0%	0%	3%
45	Controller	Fiscal	0%	16%	4%	0%	64%	4%	0%	0%	0%	12%
46	Consumer Account Representative	Fiscal	0%	0%	18%	0%	71%	3%	0%	0%	0%	9%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Age Group

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"							
			15-19 years	20-29 Years	30-39 years	40-49 years	50-59 years	60-69 years	70+ years	Age Unknown
1	Administrative Assistant	Administrative	0%	13%	13%	19%	17%	16%	6%	16%
2	Adult Services Administrator	Administrative	1%	2%	15%	24%	30%	15%	1%	12%
3	Clerical Assistant	Administrative	0%	12%	20%	8%	35%	20%	6%	0%
4	Compliance/Quality/Risk Management Officer	Administrative	0%	2%	16%	24%	38%	11%	2%	7%
5	Compliance/Safety Specialist	Administrative	0%	4%	27%	24%	27%	4%	0%	14%
6	Executive Assistant	Administrative	0%	13%	13%	4%	38%	21%	4%	8%
7	House/Residential Manager	Administrative	0%	12%	27%	24%	21%	6%	0%	11%
8	Human Resources - Generalist	Administrative	0%	13%	27%	25%	13%	15%	0%	7%
9	Human Resources - Recruiter	Administrative	0%	19%	31%	21%	14%	2%	0%	12%
10	Human Resources - Director/Manager	Administrative	0%	3%	13%	34%	26%	15%	1%	7%
11	Information Systems - Manager	Administrative	0%	0%	4%	35%	39%	13%	0%	9%
12	Information Systems - Specialist/IT Technician	Administrative	0%	26%	19%	26%	17%	11%	0%	2%
13	Program Director	Administrative	0%	1%	13%	38%	24%	9%	0%	15%
14	Program Team Lead/Frontline Supervisor	Administrative	0%	8%	21%	27%	21%	8%	1%	15%
15	Receptionist/Telephone Operator/Call Center	Administrative	0%	7%	14%	21%	14%	10%	21%	14%
16	Resident Records Manager	Administrative	0%	0%	15%	15%	31%	8%	0%	31%
17	Residential Services/Admissions - Director	Administrative	0%	0%	16%	35%	33%	12%	0%	4%
18	Staff Development Coordinator Manager	Administrative	0%	0%	30%	23%	17%	10%	7%	13%
19	Staff Development Trainer	Administrative	0%	7%	23%	26%	17%	9%	1%	16%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**	**	**	**	**
21	Director of Nursing	Clinical Positions	0%	6%	17%	28%	11%	33%	0%	6%
22	Licensed Practical Nurse (LPN)	Clinical Positions	0%	4%	19%	30%	18%	15%	3%	10%
23	Registered Nurse	Clinical Positions	0%	6%	16%	29%	26%	15%	6%	3%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Age Group

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"							Age Unknown
			15-19 years	20-29 Years	30-39 years	40-49 years	50-59 years	60-69 years	70+ years	
24	Unit Director	Clinical Positions	**	**	**	**	**	**	**	**
25	Utilization Care Manager	Clinical Positions	0%	0%	60%	20%	0%	0%	0%	20%
26	Behavior Specialist	Direct Support	0%	3%	22%	26%	21%	11%	1%	15%
27	Behavioral Support Specialist	Direct Support	0%	12%	23%	22%	8%	5%	2%	28%
28	Counselor	Direct Support	0%	8%	15%	29%	29%	14%	3%	2%
29	Direct Support Professional	Direct Support	1%	18%	21%	19%	18%	12%	3%	9%
30	Employment Specialist	Direct Support	0%	16%	24%	22%	21%	11%	1%	4%
31	Life Skills Trainer	Direct Support	1%	6%	23%	18%	22%	22%	7%	1%
32	Program Specialist	Direct Support	0%	11%	25%	26%	16%	7%	2%	13%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**	**	**	**	**
34	Social Worker	Direct Support	2%	9%	15%	17%	17%	22%	7%	11%
35	Supports Coordinator	Direct Support	0%	17%	26%	21%	18%	15%	2%	1%
36	Housekeeper/Environmental Service Associate	Facilities	0%	11%	18%	13%	32%	16%	3%	8%
37	Maintenance - Director	Facilities	0%	0%	13%	11%	29%	32%	0%	16%
38	Maintenance Worker	Facilities	0%	7%	23%	20%	27%	14%	3%	7%
39	Accounting - Accounts Payable Representative	Fiscal	0%	10%	14%	17%	22%	20%	2%	15%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	2%	7%	16%	18%	27%	18%	4%	9%
41	Accounting - Manager	Fiscal	0%	0%	20%	24%	31%	15%	4%	6%
42	Accounting - Payroll Administrator	Fiscal	0%	0%	17%	22%	17%	22%	0%	22%
43	Accounting - Payroll Specialist	Fiscal	0%	9%	9%	22%	17%	30%	13%	0%
44	Accounting - Staff Accountant	Fiscal	0%	7%	31%	10%	17%	21%	7%	7%
45	Controller	Fiscal	0%	0%	12%	16%	40%	12%	0%	20%
46	Consumer Account Representative	Fiscal	0%	3%	15%	21%	29%	21%	3%	9%

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Marital Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"				Marital Status Unknown
			Single	Married	Divorced	Widowed	
1	Administrative Assistant	Administrative	34%	22%	5%	3%	37%
2	Adult Services Administrator	Administrative	28%	42%	1%	0%	29%
3	Clerical Assistant	Administrative	33%	27%	4%	8%	27%
4	Compliance/Quality/Risk Management Officer	Administrative	13%	40%	0%	0%	47%
5	Compliance/Safety Specialist	Administrative	20%	43%	4%	2%	31%
6	Executive Assistant	Administrative	17%	33%	13%	0%	38%
7	House/Residential Manager	Administrative	19%	20%	3%	2%	57%
8	Human Resources - Generalist	Administrative	27%	33%	0%	2%	38%
9	Human Resources - Recruiter	Administrative	29%	26%	0%	2%	43%
10	Human Resources - Director/Manager	Administrative	16%	37%	9%	0%	38%
11	Information Systems - Manager	Administrative	9%	43%	4%	4%	39%
12	Information Systems - Specialist/IT Technician	Administrative	20%	26%	2%	0%	52%
13	Program Director	Administrative	13%	38%	6%	1%	42%
14	Program Team Lead/Frontline Supervisor	Administrative	22%	18%	2%	1%	57%
15	Receptionist/Telephone Operator/Call Center	Administrative	17%	21%	7%	3%	52%
16	Resident Records Manager	Administrative	31%	15%	0%	0%	54%
17	Residential Services/Admissions - Director	Administrative	6%	47%	4%	4%	39%
18	Staff Development Coordinator Manager	Administrative	30%	40%	0%	3%	27%
19	Staff Development Trainer	Administrative	26%	29%	1%	0%	43%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**	**
21	Director of Nursing	Clinical Positions	22%	28%	6%	0%	44%
22	Licensed Practical Nurse (LPN)	Clinical Positions	14%	29%	2%	0%	55%
23	Registered Nurse	Clinical Positions	20%	39%	1%	1%	40%

ID/A Benchmark Compensation Survey

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Workforce Demographics - Marital Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"					Marital Status Unknown
			Single	Married	Divorced	Widowed		
24	Unit Director	Clinical Positions	**	**	**	**	**	
25	Utilization Care Manager	Clinical Positions	0%	20%	0%	0%	80%	
26	Behavior Specialist	Direct Support	13%	53%	3%	0%	32%	
27	Behavioral Support Specialist	Direct Support	25%	22%	2%	0%	51%	
28	Counselor	Direct Support	52%	33%	6%	1%	8%	
29	Direct Support Professional	Direct Support	27%	16%	3%	1%	54%	
30	Employment Specialist	Direct Support	18%	17%	3%	0%	63%	
31	Life Skills Trainer	Direct Support	36%	32%	8%	18%	7%	
32	Program Specialist	Direct Support	21%	22%	4%	3%	50%	
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**	**	
34	Social Worker	Direct Support	36%	34%	2%	1%	27%	
35	Supports Coordinator	Direct Support	52%	38%	2%	1%	7%	
36	Housekeeper/Environmental Service Associate	Facilities	29%	13%	3%	0%	55%	
37	Maintenance - Director	Facilities	11%	50%	3%	5%	32%	
38	Maintenance Worker	Facilities	60%	16%	1%	1%	23%	
39	Accounting - Accounts Payable Representative	Fiscal	34%	22%	3%	2%	39%	
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	21%	39%	9%	2%	29%	
41	Accounting - Manager	Fiscal	28%	39%	7%	4%	22%	
42	Accounting - Payroll Administrator	Fiscal	33%	17%	0%	0%	50%	
43	Accounting - Payroll Specialist	Fiscal	30%	57%	0%	0%	13%	
44	Accounting - Staff Accountant	Fiscal	17%	38%	3%	7%	34%	
45	Controller	Fiscal	16%	40%	12%	0%	32%	
46	Consumer Account Representative	Fiscal	12%	35%	0%	0%	53%	

ID/A Benchmark Compensation Survey

October 2024

Workforce Demographics - Disability Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Have a disability	Do not have a disability	Disability Status Unknown
1	Administrative Assistant	Administrative	2%	37%	62%
2	Adult Services Administrator	Administrative	2%	61%	37%
3	Clerical Assistant	Administrative	8%	37%	55%
4	Compliance/Quality/Risk Management Officer	Administrative	4%	31%	65%
5	Compliance/Safety Specialist	Administrative	2%	31%	67%
6	Executive Assistant	Administrative	4%	29%	67%
7	House/Residential Manager	Administrative	3%	51%	47%
8	Human Resources - Generalist	Administrative	4%	40%	56%
9	Human Resources - Recruiter	Administrative	2%	24%	74%
10	Human Resources - Director/Manager	Administrative	3%	44%	53%
11	Information Systems - Manager	Administrative	0%	30%	70%
12	Information Systems - Specialist/IT Technician	Administrative	6%	39%	56%
13	Program Director	Administrative	2%	37%	61%
14	Program Team Lead/Frontline Supervisor	Administrative	1%	35%	64%
15	Receptionist/Telephone Operator/Call Center	Administrative	10%	24%	66%
16	Resident Records Manager	Administrative	0%	23%	77%
17	Residential Services/Admissions - Director	Administrative	4%	63%	33%
18	Staff Development Coordinator Manager	Administrative	7%	43%	50%
19	Staff Development Trainer	Administrative	0%	35%	65%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**
21	Director of Nursing	Clinical Positions	6%	22%	72%
22	Licensed Practical Nurse (LPN)	Clinical Positions	1%	36%	63%
23	Registered Nurse	Clinical Positions	2%	51%	47%

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October 2024

Workforce Demographics - Disability Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Have a disability	Do not have a disability	Disability Status Unknown
24	Unit Director	Clinical Positions	**	**	**
25	Utilization Care Manager	Clinical Positions	0%	40%	60%
26	Behavior Specialist	Direct Support	6%	38%	57%
27	Behavioral Support Specialist	Direct Support	2%	6%	92%
28	Counselor	Direct Support	1%	72%	27%
29	Direct Support Professional	Direct Support	2%	43%	55%
30	Employment Specialist	Direct Support	2%	39%	59%
31	Life Skills Trainer	Direct Support	4%	27%	69%
32	Program Specialist	Direct Support	1%	41%	58%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**
34	Social Worker	Direct Support	5%	71%	24%
35	Supports Coordinator	Direct Support	6%	68%	26%
36	Housekeeper/Environmental Service Associate	Facilities	29%	16%	55%
37	Maintenance - Director	Facilities	11%	39%	50%
38	Maintenance Worker	Facilities	32%	22%	46%
39	Accounting - Accounts Payable Representative	Fiscal	3%	47%	49%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	4%	48%	48%
41	Accounting - Manager	Fiscal	2%	61%	37%
42	Accounting - Payroll Administrator	Fiscal	0%	39%	61%
43	Accounting - Payroll Specialist	Fiscal	0%	48%	52%
44	Accounting - Staff Accountant	Fiscal	7%	21%	72%
45	Controller	Fiscal	0%	44%	56%
46	Consumer Account Representative	Fiscal	3%	32%	65%

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Workforce Demographics - Veteran Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Veteran	Not a veteran	Veteran Status Unknown
1	Administrative Assistant	Administrative	0%	35%	65%
2	Adult Services Administrator	Administrative	1%	31%	68%
3	Clerical Assistant	Administrative	0%	31%	69%
4	Compliance/Quality/Risk Management Officer	Administrative	0%	27%	73%
5	Compliance/Safety Specialist	Administrative	0%	24%	76%
6	Executive Assistant	Administrative	0%	21%	79%
7	House/Residential Manager	Administrative	1%	16%	83%
8	Human Resources - Generalist	Administrative	0%	31%	69%
9	Human Resources - Recruiter	Administrative	0%	31%	69%
10	Human Resources - Director/Manager	Administrative	0%	43%	57%
11	Information Systems - Manager	Administrative	0%	30%	70%
12	Information Systems - Specialist/IT Technician	Administrative	4%	22%	74%
13	Program Director	Administrative	1%	37%	62%
14	Program Team Lead/Frontline Supervisor	Administrative	1%	26%	73%
15	Receptionist/Telephone Operator/Call Center	Administrative	0%	45%	55%
16	Resident Records Manager	Administrative	0%	23%	77%
17	Residential Services/Admissions - Director	Administrative	0%	20%	80%
18	Staff Development Coordinator Manager	Administrative	0%	23%	77%
19	Staff Development Trainer	Administrative	1%	32%	67%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**
21	Director of Nursing	Clinical Positions	0%	28%	72%
22	Licensed Practical Nurse (LPN)	Clinical Positions	0%	24%	75%
23	Registered Nurse	Clinical Positions	0%	32%	68%

ID/A Benchmark Compensation Survey

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Workforce Demographics - Veteran Status

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Veteran	Not a veteran	Veteran Status Unknown
24	Unit Director	Clinical Positions	**	**	**
25	Utilization Care Manager	Clinical Positions	0%	20%	80%
26	Behavior Specialist	Direct Support	0%	36%	64%
27	Behavioral Support Specialist	Direct Support	1%	20%	78%
28	Counselor	Direct Support	3%	74%	22%
29	Direct Support Professional	Direct Support	0%	25%	75%
30	Employment Specialist	Direct Support	0%	20%	80%
31	Life Skills Trainer	Direct Support	0%	58%	42%
32	Program Specialist	Direct Support	1%	24%	75%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**
34	Social Worker	Direct Support	1%	26%	73%
35	Supports Coordinator	Direct Support	3%	58%	39%
36	Housekeeper/Environmental Service Associate	Facilities	0%	37%	63%
37	Maintenance - Director	Facilities	3%	37%	61%
38	Maintenance Worker	Facilities	0%	64%	35%
39	Accounting - Accounts Payable Representative	Fiscal	2%	42%	56%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	2%	48%	50%
41	Accounting - Manager	Fiscal	0%	54%	46%
42	Accounting - Payroll Administrator	Fiscal	0%	39%	61%
43	Accounting - Payroll Specialist	Fiscal	0%	43%	57%
44	Accounting - Staff Accountant	Fiscal	3%	24%	72%
45	Controller	Fiscal	0%	44%	56%
46	Consumer Account Representative	Fiscal	0%	71%	29%

ID/A Benchmark Compensation Survey

October 2024

Benefits - Leave

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Vacation	Holidays	Sick Time
1	Administrative Assistant	Administrative	44%	75%	39%
2	Adult Services Administrator	Administrative	44%	67%	48%
3	Clerical Assistant	Administrative	48%	62%	48%
4	Compliance/Quality/Risk Management Officer	Administrative	45%	79%	42%
5	Compliance/Safety Specialist	Administrative	50%	72%	61%
6	Executive Assistant	Administrative	39%	67%	44%
7	House/Residential Manager	Administrative	42%	63%	39%
8	Human Resources - Generalist	Administrative	59%	63%	56%
9	Human Resources - Recruiter	Administrative	40%	76%	44%
10	Human Resources - Director/Manager	Administrative	51%	77%	53%
11	Information Systems - Manager	Administrative	45%	75%	50%
12	Information Systems - Specialist/IT Technician	Administrative	40%	70%	45%
13	Program Director	Administrative	46%	69%	44%
14	Program Team Lead/Frontline Supervisor	Administrative	48%	67%	52%
15	Receptionist/Telephone Operator/Call Center	Administrative	29%	50%	21%
16	Resident Records Manager	Administrative	25%	38%	25%
17	Residential Services/Admissions - Director	Administrative	42%	74%	53%
18	Staff Development Coordinator Manager	Administrative	43%	71%	52%
19	Staff Development Trainer	Administrative	53%	77%	50%
20	Adult Services Lead Clinician	Clinical Positions	**	**	**
21	Director of Nursing	Clinical Positions	54%	69%	46%
22	Licensed Practical Nurse (LPN)	Clinical Positions	43%	64%	46%
23	Registered Nurse	Clinical Positions	33%	67%	42%

ID/A Benchmark Compensation Survey

October 2024

Benefits - Leave

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"		
			Vacation	Holidays	Sick Time
24	Unit Director	Clinical Positions	**	**	**
25	Utilization Care Manager	Clinical Positions	20%	60%	60%
26	Behavior Specialist	Direct Support	47%	71%	41%
27	Behavioral Support Specialist	Direct Support	42%	74%	47%
28	Counselor	Direct Support	29%	57%	29%
29	Direct Support Professional	Direct Support	45%	59%	43%
30	Employment Specialist	Direct Support	41%	66%	41%
31	Life Skills Trainer	Direct Support	80%	80%	60%
32	Program Specialist	Direct Support	42%	67%	44%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**
34	Social Worker	Direct Support	33%	67%	33%
35	Supports Coordinator	Direct Support	75%	88%	75%
36	Housekeeper/Environmental Service Associate	Facilities	45%	64%	36%
37	Maintenance - Director	Facilities	50%	73%	53%
38	Maintenance Worker	Facilities	50%	71%	50%
39	Accounting - Accounts Payable Representative	Fiscal	53%	66%	50%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	48%	61%	52%
41	Accounting - Manager	Fiscal	50%	67%	50%
42	Accounting - Payroll Administrator	Fiscal	41%	65%	47%
43	Accounting - Payroll Specialist	Fiscal	55%	65%	50%
44	Accounting - Staff Accountant	Fiscal	41%	65%	41%
45	Controller	Fiscal	38%	63%	42%
46	Consumer Account Representative	Fiscal	43%	64%	43%

ID/A Benchmark Compensation Survey

October 2024

Benefits - Insurance

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"												
			Short Term Disability Offered	Staff Participation Rate	Long Term Disability Offered	Staff Participation Rate	Life Insurance Offered	Staff Participation Rate	Health Insurance Plan Offered	Staff Participation Rate	Dental Insurance Plan Offered	Staff Participation Rate	Flexible Spending Accounts Offered	Staff Participation Rate	
1	Administrative Assistant	Administrative	58%	29%	58%	50%	75%	53%	75%	50%	72%	51%	39%	17%	
2	Adult Services Administrator	Administrative	67%	31%	48%	59%	74%	48%	74%	63%	70%	61%	52%	13%	
3	Clerical Assistant	Administrative	48%	25%	48%	62%	67%	57%	67%	47%	67%	51%	43%	16%	
4	Compliance/Quality/Risk Management Officer	Administrative	64%	24%	42%	70%	82%	51%	82%	42%	79%	40%	48%	11%	
5	Compliance/Safety Specialist	Administrative	56%	29%	61%	61%	83%	57%	83%	45%	83%	53%	50%	20%	
6	Executive Assistant	Administrative	78%	38%	44%	72%	83%	71%	83%	63%	78%	63%	56%	29%	
7	House/Residential Manager	Administrative	53%	29%	39%	63%	74%	67%	74%	46%	76%	47%	45%	8%	
8	Human Resources - Generalist	Administrative	52%	35%	56%	56%	74%	58%	74%	56%	70%	53%	37%	11%	
9	Human Resources - Recruiter	Administrative	64%	31%	44%	76%	80%	55%	80%	52%	80%	57%	56%	17%	
10	Human Resources - Director/Manager	Administrative	53%	26%	53%	67%	74%	57%	77%	53%	72%	51%	42%	22%	
11	Information Systems - Manager	Administrative	60%	39%	50%	60%	75%	70%	75%	87%	75%	65%	50%	9%	
12	Information Systems - Specialist/IT Technician	Administrative	60%	41%	45%	75%	75%	65%	75%	100%	65%	72%	50%	26%	
13	Program Director	Administrative	48%	30%	44%	62%	69%	63%	73%	55%	67%	55%	38%	17%	
14	Program Team Lead/Frontline Supervisor	Administrative	54%	24%	52%	63%	74%	36%	74%	37%	70%	37%	41%	8%	
15	Receptionist/Telephone Operator/Call Center	Administrative	50%	7%	21%	64%	86%	52%	79%	24%	79%	38%	57%	10%	
16	Resident Records Manager	Administrative	25%	8%	25%	75%	63%	31%	63%	46%	63%	46%	38%	8%	
17	Residential Services/Admissions - Director	Administrative	63%	16%	53%	68%	74%	47%	74%	49%	74%	49%	53%	20%	
18	Staff Development Coordinator Manager	Administrative	71%	40%	52%	67%	86%	60%	86%	67%	86%	70%	52%	10%	
19	Staff Development Trainer	Administrative	53%	30%	50%	60%	77%	58%	70%	54%	70%	52%	43%	20%	
20	Adult Services Lead Clinician	Clinical Positions	**	**	**	**	**	**	**	**	**	**	**	**	
21	Director of Nursing	Clinical Positions	46%	6%	46%	69%	85%	50%	85%	61%	85%	56%	46%	22%	
22	Licensed Practical Nurse (LPN)	Clinical Positions	46%	16%	46%	57%	75%	36%	75%	46%	75%	46%	46%	9%	
23	Registered Nurse	Clinical Positions	63%	27%	42%	63%	79%	29%	79%	37%	79%	37%	63%	7%	

** Indicates not enough participants

ID/A Benchmark Compensation Survey

October 2024

Benefits - Insurance

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"											
			Short Term Disability Offered	Staff Participation Rate	Long Term Disability Offered	Staff Participation Rate	Life Insurance Offered	Staff Participation Rate	Health Insurance Plan Offered	Staff Participation Rate	Dental Insurance Plan Offered	Staff Participation Rate	Flexible Spending Accounts Offered	Staff Participation Rate
24	Unit Director	Clinical Positions	**	**	**	**	**	**	**	**	**	**	**	**
25	Utilization Care Manager	Clinical Positions	20%	20%	60%	100%	20%	20%	40%	20%	40%	20%	20%	0%
26	Behavior Specialist	Direct Support	53%	25%	41%	65%	76%	36%	82%	35%	82%	35%	53%	11%
27	Behavioral Support Specialist	Direct Support	47%	19%	47%	58%	63%	28%	68%	31%	63%	25%	42%	10%
28	Counselor	Direct Support	43%	53%	29%	71%	86%	64%	100%	77%	71%	73%	43%	14%
29	Direct Support Professional	Direct Support	55%	23%	43%	60%	72%	42%	78%	35%	72%	34%	38%	5%
30	Employment Specialist	Direct Support	72%	33%	41%	66%	83%	47%	79%	39%	79%	42%	45%	4%
31	Life Skills Trainer	Direct Support	80%	17%	60%	80%	100%	26%	100%	28%	100%	27%	60%	6%
32	Program Specialist	Direct Support	52%	25%	44%	63%	75%	60%	75%	56%	71%	54%	35%	16%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**	**	**	**	**	**	**	**	**	**	**
34	Social Worker	Direct Support	67%	6%	33%	100%	83%	13%	83%	21%	83%	21%	67%	5%
35	Supports Coordinator	Direct Support	75%	26%	75%	75%	88%	90%	88%	74%	88%	72%	75%	20%
36	Housekeeper/Environmental Service Associate	Facilities	45%	16%	36%	64%	64%	26%	64%	37%	64%	39%	27%	3%
37	Maintenance - Director	Facilities	60%	39%	53%	63%	80%	68%	83%	66%	80%	68%	40%	24%
38	Maintenance Worker	Facilities	59%	16%	50%	68%	82%	33%	85%	32%	85%	32%	47%	9%
39	Accounting - Accounts Payable Representative	Fiscal	53%	32%	50%	63%	76%	58%	74%	54%	71%	49%	39%	14%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	45%	36%	52%	58%	64%	63%	61%	63%	64%	63%	33%	14%
41	Accounting - Manager	Fiscal	54%	33%	50%	63%	75%	59%	75%	67%	75%	70%	38%	20%
42	Accounting - Payroll Administrator	Fiscal	35%	11%	47%	71%	59%	50%	59%	39%	59%	33%	47%	33%
43	Accounting - Payroll Specialist	Fiscal	60%	35%	50%	65%	80%	57%	80%	70%	80%	65%	50%	30%
44	Accounting - Staff Accountant	Fiscal	59%	45%	41%	71%	76%	62%	82%	69%	76%	69%	65%	21%
45	Controller	Fiscal	50%	20%	42%	67%	71%	64%	75%	56%	71%	52%	46%	24%
46	Consumer Account Representative	Fiscal	43%	21%	43%	71%	57%	68%	71%	65%	71%	71%	50%	24%

** Indicates not enough participants

ID/A Benchmark Compensation Survey

October 2024

Benefits - Retirement

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"	
			Retirement Plan Offered	Participation Rate
1	Administrative Assistant	Administrative	78%	59%
2	Adult Services Administrator	Administrative	74%	61%
3	Clerical Assistant	Administrative	71%	37%
4	Compliance/Quality/Risk Management Officer	Administrative	79%	42%
5	Compliance/Safety Specialist	Administrative	83%	61%
6	Executive Assistant	Administrative	89%	71%
7	House/Residential Manager	Administrative	71%	48%
8	Human Resources - Generalist	Administrative	74%	49%
9	Human Resources - Recruiter	Administrative	84%	48%
10	Human Resources - Director/Manager	Administrative	74%	53%
11	Information Systems - Manager	Administrative	75%	61%
12	Information Systems - Specialist/IT Technician	Administrative	70%	54%
13	Program Director	Administrative	77%	55%
14	Program Team Lead/Frontline Supervisor	Administrative	72%	34%
15	Receptionist/Telephone Operator/Call Center	Administrative	79%	38%
16	Resident Records Manager	Administrative	50%	46%
17	Residential Services/Admissions - Director	Administrative	84%	82%
18	Staff Development Coordinator Manager	Administrative	86%	63%
19	Staff Development Trainer	Administrative	77%	52%
20	Adult Services Lead Clinician	Clinical Positions	**	**
21	Director of Nursing	Clinical Positions	77%	50%
22	Licensed Practical Nurse (LPN)	Clinical Positions	75%	64%
23	Registered Nurse	Clinical Positions	79%	54%

** Indicates not enough participants

ID/A Benchmark Compensation Survey

October 2024

Benefits - Retirement

Region: Pennsylvania

Job Number	Job Title	Job Family	Percent Responding "Yes"	
			Retirement Plan Offered	Participation Rate
24	Unit Director	Clinical Positions	**	**
25	Utilization Care Manager	Clinical Positions	60%	20%
26	Behavior Specialist	Direct Support	65%	38%
27	Behavioral Support Specialist	Direct Support	95%	37%
28	Counselor	Direct Support	100%	67%
29	Direct Support Professional	Direct Support	74%	36%
30	Employment Specialist	Direct Support	76%	36%
31	Life Skills Trainer	Direct Support	100%	44%
32	Program Specialist	Direct Support	79%	52%
33	Psychiatric Rehabilitation Specialist	Direct Support	**	**
34	Social Worker	Direct Support	100%	38%
35	Supports Coordinator	Direct Support	88%	60%
36	Housekeeper/Environmental Service Associate	Facilities	82%	47%
37	Maintenance - Director	Facilities	77%	63%
38	Maintenance Worker	Facilities	82%	26%
39	Accounting - Accounts Payable Representative	Fiscal	82%	54%
40	Accounting - Billing and Claims Supervisor/Coordinator	Fiscal	73%	59%
41	Accounting - Manager	Fiscal	79%	57%
42	Accounting - Payroll Administrator	Fiscal	71%	44%
43	Accounting - Payroll Specialist	Fiscal	85%	70%
44	Accounting - Staff Accountant	Fiscal	82%	59%
45	Controller	Fiscal	79%	76%
46	Consumer Account Representative	Fiscal	79%	44%

** Indicates not enough participants

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

1) Administrative Assistant

Facilities	36		
Total scheduled positions	111		
Total filled positions	104	Vacancy Rate	6%
Total employee separations	26	Turnover Rate	25%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$23.54	\$23.75	\$26.48
75th	\$21.26	\$22.76	\$23.97
Median	\$18.75	\$20.49	\$21.47
25th	\$17.06	\$18.00	\$19.63
10th	\$15.56	\$17.00	\$17.64
Average	\$19.18	\$20.39	\$22.03

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

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October 2024

Region: Pennsylvania

2) Adult Services Administrator

Facilities	27		
Total scheduled positions	94		
Total filled positions	93	Vacancy Rate	1%
Total employee separations	5	Turnover Rate	5%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$65.61	\$65.61	\$80.13
75th	\$55.45	\$59.72	\$61.51
Median	\$47.04	\$48.00	\$48.76
25th	\$37.98	\$40.30	\$40.72
10th	\$30.05	\$30.65	\$33.71
Average	\$47.77	\$49.85	\$53.43

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

3) Clerical Assistant

Facilities	21		
Total scheduled positions	51		
Total filled positions	51	Vacancy Rate	0%
Total employee separations	3	Turnover Rate	6%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$21.00	\$21.00	\$24.71
75th	\$20.29	\$20.50	\$21.00
Median	\$17.50	\$18.73	\$18.85
25th	\$16.50	\$16.84	\$16.84
10th	\$15.00	\$15.00	\$16.22
Average	\$18.06	\$18.67	\$19.58

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

4) Compliance/Quality/Risk Management Officer

Facilities	33		
Total scheduled positions	57		
Total filled positions	55	Vacancy Rate	4%
Total employee separations	3	Turnover Rate	5%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$63.24	\$70.29	\$74.66
75th	\$43.71	\$46.68	\$50.44
Median	\$38.46	\$38.46	\$39.00
25th	\$31.39	\$33.16	\$34.09
10th	\$23.74	\$28.03	\$29.36
Average	\$41.49	\$43.07	\$44.86

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

5) Compliance/Safety Specialist

Facilities	18		
Total scheduled positions	53		
Total filled positions	49	Vacancy Rate	8%
Total employee separations	11	Turnover Rate	22%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$30.22	\$33.22	\$40.07
75th	\$28.03	\$31.10	\$34.26
Median	\$25.47	\$27.44	\$28.75
25th	\$22.33	\$24.72	\$25.73
10th	\$20.41	\$22.15	\$23.73
Average	\$25.86	\$27.86	\$30.32

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

6) Executive Assistant

Facilities	18		
Total scheduled positions	26		
Total filled positions	24	Vacancy Rate	8%
Total employee separations	5	Turnover Rate	21%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$43.27	\$43.27	\$46.03
75th	\$32.85	\$35.74	\$41.40
Median	\$28.13	\$29.57	\$31.08
25th	\$24.10	\$24.10	\$24.82
10th	\$19.93	\$19.93	\$19.93
Average	\$30.63	\$31.95	\$33.36

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

7) House/Residential Manager

Facilities	38		
Total scheduled positions	593		
Total filled positions	560	Vacancy Rate	6%
Total employee separations	138	Turnover Rate	25%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$28.30	\$30.37	\$36.36
75th	\$22.60	\$26.45	\$31.05
Median	\$20.75	\$23.14	\$27.00
25th	\$19.57	\$21.10	\$22.68
10th	\$18.69	\$20.00	\$21.02
Average	\$22.30	\$24.47	\$27.71

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

8) Human Resources - Generalist

Facilities	27		
Total scheduled positions	57		
Total filled positions	55	Vacancy Rate	4%
Total employee separations	13	Turnover Rate	24%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$29.22	\$31.79	\$35.71
75th	\$25.76	\$28.52	\$33.16
Median	\$24.52	\$25.17	\$26.09
25th	\$22.01	\$22.93	\$22.93
10th	\$18.63	\$20.41	\$20.94
Average	\$23.73	\$25.75	\$27.83

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

9) Human Resources - Recruiter

Facilities	25		
Total scheduled positions	47		
Total filled positions	42	Vacancy Rate	11%
Total employee separations	11	Turnover Rate	26%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$28.77	\$29.89	\$31.21
75th	\$27.44	\$27.97	\$28.29
Median	\$24.39	\$24.39	\$25.82
25th	\$21.69	\$22.13	\$22.75
10th	\$18.07	\$18.84	\$20.40
Average	\$23.59	\$24.89	\$25.84

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

10) Human Resources - Director/Manager

Facilities	43		
Total scheduled positions	70		
Total filled positions	68	Vacancy Rate	3%
Total employee separations	8	Turnover Rate	12%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$50.92	\$61.99	\$71.76
75th	\$45.67	\$49.02	\$57.69
Median	\$37.38	\$39.22	\$39.56
25th	\$30.78	\$32.35	\$32.35
10th	\$22.07	\$22.07	\$22.07
Average	\$39.07	\$41.82	\$44.34

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

11) Information Systems - Manager

Facilities	20		
Total scheduled positions	23		
Total filled positions	23	Vacancy Rate	0%
Total employee separations	0	Turnover Rate	0%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$59.10	\$59.10	\$59.10
75th	\$43.67	\$45.23	\$47.54
Median	\$40.83	\$41.16	\$41.16
25th	\$35.98	\$35.98	\$35.98
10th	\$33.16	\$33.16	\$33.16
Average	\$42.25	\$42.59	\$42.93

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

12) Information Systems - Specialist/IT Technician

Facilities	20		
Total scheduled positions	57		
Total filled positions	54	Vacancy Rate	5%
Total employee separations	6	Turnover Rate	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$29.87	\$32.03	\$36.29
75th	\$27.40	\$30.65	\$33.09
Median	\$22.05	\$26.47	\$29.33
25th	\$21.00	\$22.44	\$22.44
10th	\$19.15	\$21.00	\$21.00
Average	\$23.23	\$25.83	\$28.64

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

13) Program Director

Facilities	52		
Total scheduled positions	190		
Total filled positions	184	Vacancy Rate	3%
Total employee separations	24	Turnover Rate	13%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$43.36	\$50.34	\$56.91
75th	\$37.91	\$39.85	\$45.03
Median	\$31.28	\$33.53	\$36.76
25th	\$26.94	\$30.72	\$33.54
10th	\$25.20	\$28.04	\$28.65
Average	\$33.85	\$37.40	\$41.41

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

14) Program Team Lead/Frontline Supervisor

Facilities	46		
Total scheduled positions	613		
Total filled positions	530	Vacancy Rate	14%
Total employee separations	109	Turnover Rate	21%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$27.91	\$30.31	\$34.97
75th	\$24.26	\$26.90	\$28.85
Median	\$21.42	\$22.99	\$26.22
25th	\$18.60	\$21.00	\$22.55
10th	\$17.16	\$19.41	\$21.15
Average	\$21.79	\$24.01	\$26.77

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

15) Receptionist/Telephone Operator/Call Center

Facilities	14		
Total scheduled positions	32		
Total filled positions	29	Vacancy Rate	9%
Total employee separations	6	Turnover Rate	21%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$19.90	\$21.88	\$23.77
75th	\$17.25	\$18.20	\$18.20
Median	\$16.18	\$16.37	\$16.93
25th	\$15.02	\$15.02	\$15.80
10th	\$12.49	\$13.97	\$14.68
Average	\$16.07	\$16.87	\$17.73

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

16) Resident Records Manager

Facilities	8		
Total scheduled positions	15		
Total filled positions	13	Vacancy Rate	13%
Total employee separations	3	Turnover Rate	23%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$32.35	\$32.71	\$33.07
75th	\$29.27	\$29.27	\$29.27
Median	\$23.69	\$23.69	\$23.69
25th	\$19.97	\$20.70	\$22.38
10th	\$18.32	\$19.86	\$19.86
Average	\$24.79	\$25.26	\$25.69

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

17) Residential Services/Admissions - Director

Facilities	19		
Total scheduled positions	52		
Total filled positions	49	Vacancy Rate	6%
Total employee separations	5	Turnover Rate	10%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$61.42	\$61.42	\$61.42
75th	\$53.90	\$53.90	\$53.90
Median	\$36.45	\$37.11	\$38.95
25th	\$32.21	\$33.50	\$33.96
10th	\$31.96	\$31.96	\$31.96
Average	\$42.86	\$43.31	\$43.79

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

18) Staff Development Coordinator Manager

Facilities	21		
Total scheduled positions	30		
Total filled positions	30	Vacancy Rate	0%
Total employee separations	1	Turnover Rate	3%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$44.67	\$44.67	\$44.67
75th	\$39.78	\$39.78	\$39.78
Median	\$32.33	\$32.33	\$32.33
25th	\$27.31	\$28.88	\$29.70
10th	\$23.92	\$24.00	\$24.00
Average	\$33.74	\$34.19	\$34.47

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

19) Staff Development Trainer

Facilities	30		
Total scheduled positions	71		
Total filled positions	69	Vacancy Rate	3%
Total employee separations	10	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$28.48	\$30.29	\$34.49
75th	\$25.65	\$26.97	\$28.44
Median	\$24.00	\$24.71	\$25.00
25th	\$22.34	\$22.97	\$23.00
10th	\$18.07	\$19.48	\$22.00
Average	\$23.86	\$25.03	\$26.41

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

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
90 th	**	**	**
75 th	**	**	**
Median	**	**	**
25 th	**	**	**
10 th	**	**	**
Average	**	**	**

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

21) Director of Nursing

Facilities	13		
Total scheduled positions	19		
Total filled positions	18	Vacancy Rate	5%
Total employee separations	3	Turnover Rate	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$54.92	\$54.92	\$57.18
75th	\$50.00	\$50.00	\$54.04
Median	\$43.59	\$45.40	\$47.26
25th	\$39.17	\$39.17	\$39.17
10th	\$30.98	\$30.98	\$30.98
Average	\$45.88	\$46.31	\$47.09

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

22) Licensed Practical Nurse (LPN)

Facilities	28		
Total scheduled positions	237		
Total filled positions	214	Vacancy Rate	10%
Total employee separations	68	Turnover Rate	32%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$32.30	\$35.02	\$38.24
75th	\$30.44	\$33.04	\$35.18
Median	\$27.25	\$28.01	\$29.79
25th	\$25.00	\$26.23	\$26.23
10th	\$22.46	\$25.00	\$25.00
Average	\$27.54	\$28.99	\$30.94

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

23) Registered Nurse

Facilities	24		
Total scheduled positions	160		
Total filled positions	145	Vacancy Rate	9%
Total employee separations	35	Turnover Rate	24%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$40.00	\$44.07	\$53.30
75th	\$36.33	\$38.64	\$41.00
Median	\$33.00	\$34.50	\$35.36
25th	\$31.81	\$32.00	\$32.97
10th	\$25.00	\$28.96	\$30.96
Average	\$33.78	\$35.88	\$38.84

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ID/A Benchmark Compensation Survey

October 2024

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
90 th	**	**	**
75 th	**	**	**
Median	**	**	**
25 th	**	**	**
10 th	**	**	**
Average	**	**	**

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

25) Utilization Care Manager

Facilities	5		
Total scheduled positions	5		
Total filled positions	5	Vacancy Rate	0%
Total employee separations	0	Turnover Rate	0%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$32.59	\$32.59	\$32.59
75th	\$32.29	\$32.29	\$32.29
Median	\$29.69	\$29.69	\$29.69
25th	\$28.00	\$28.00	\$28.00
10th	\$27.06	\$27.06	\$27.06
Average	\$29.84	\$29.84	\$29.84

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

26) Behavior Specialist

Facilities	17		
Total scheduled positions	80		
Total filled positions	72	Vacancy Rate	10%
Total employee separations	13	Turnover Rate	18%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$36.68	\$41.67	\$52.39
75th	\$33.49	\$36.06	\$40.87
Median	\$29.22	\$33.25	\$35.16
25th	\$25.00	\$29.22	\$29.69
10th	\$20.60	\$24.92	\$28.00
Average	\$29.23	\$33.21	\$37.63

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

27) Behavioral Support Specialist

Facilities	19		
Total scheduled positions	93		
Total filled positions	83	Vacancy Rate	11%
Total employee separations	12	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$33.06	\$38.49	\$42.65
75th	\$28.41	\$29.39	\$36.93
Median	\$25.55	\$27.77	\$29.70
25th	\$22.41	\$23.50	\$25.91
10th	\$19.69	\$20.00	\$20.04
Average	\$26.13	\$28.08	\$31.31

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

28) Counselor

Facilities	7		
Total scheduled positions	154		
Total filled positions	147	Vacancy Rate	5%
Total employee separations	38	Turnover Rate	26%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$53.34	\$54.09	\$54.84
75th	\$29.87	\$34.06	\$41.87
Median	\$21.53	\$25.50	\$34.98
25th	\$17.44	\$20.37	\$22.65
10th	\$16.35	\$17.91	\$20.06
Average	\$28.35	\$31.07	\$35.69

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

29) Direct Support Professional

Facilities	58		
Total scheduled positions	11,086		
Total filled positions	9,564	Vacancy Rate	14%
Total employee separations	2,980	Turnover Rate	31%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$17.00	\$20.16	\$28.34
75th	\$16.68	\$18.86	\$24.50
Median	\$16.00	\$17.59	\$21.34
25th	\$15.00	\$16.89	\$19.00
10th	\$13.31	\$15.73	\$17.20
Average	\$15.60	\$17.85	\$22.31

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

30) Employment Specialist

Facilities	29		
Total scheduled positions	215		
Total filled positions	184	Vacancy Rate	14%
Total employee separations	63	Turnover Rate	34%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$22.18	\$23.51	\$27.78
75th	\$20.04	\$22.53	\$25.18
Median	\$19.31	\$19.67	\$23.07
25th	\$16.50	\$18.55	\$19.50
10th	\$16.15	\$17.10	\$18.10
Average	\$19.03	\$20.49	\$22.93

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

31) Life Skills Trainer

Facilities	5		
Total scheduled positions	147		
Total filled positions	146	Vacancy Rate	1%
Total employee separations	16	Turnover Rate	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$22.35	\$22.78	\$27.13
75th	\$19.57	\$19.57	\$25.65
Median	\$17.72	\$19.26	\$25.64
25th	\$16.08	\$16.61	\$19.57
10th	\$15.89	\$16.29	\$17.48
Average	\$18.67	\$19.29	\$23.01

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

32) Program Specialist

Facilities	48		
Total scheduled positions	464		
Total filled positions	421	Vacancy Rate	9%
Total employee separations	114	Turnover Rate	27%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$28.01	\$28.58	\$32.46
75th	\$25.00	\$26.61	\$30.11
Median	\$22.51	\$24.49	\$27.72
25th	\$20.57	\$23.00	\$24.67
10th	\$19.11	\$21.96	\$23.00
Average	\$22.89	\$24.87	\$27.89

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ID/A Benchmark Compensation Survey

October 2024

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
90 th	**	**	**
75 th	**	**	**
Median	**	**	**
25 th	**	**	**
10 th	**	**	**
Average	**	**	**

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

34) Social Worker

Facilities	6		
Total scheduled positions	130		
Total filled positions	95	Vacancy Rate	27%
Total employee separations	57	Turnover Rate	60%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$31.50	\$35.70	\$39.50
75th	\$22.84	\$30.80	\$38.81
Median	\$22.27	\$27.36	\$35.01
25th	\$20.17	\$24.22	\$31.38
10th	\$17.93	\$20.57	\$29.73
Average	\$23.90	\$27.87	\$34.75

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

35) Supports Coordinator

Facilities	8		
Total scheduled positions	201		
Total filled positions	183	Vacancy Rate	9%
Total employee separations	69	Turnover Rate	38%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$23.28	\$26.21	\$46.27
75th	\$22.33	\$23.96	\$38.47
Median	\$18.43	\$22.51	\$29.94
25th	\$15.94	\$21.15	\$25.93
10th	\$15.36	\$19.16	\$24.92
Average	\$19.01	\$22.74	\$33.04

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

ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

36) Housekeeper/Environmental Service Associate

Facilities	11		
Total scheduled positions	40		
Total filled positions	38	Vacancy Rate	5%
Total employee separations	10	Turnover Rate	26%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$24.51	\$24.51	\$29.03
75th	\$18.97	\$19.76	\$20.50
Median	\$16.30	\$17.37	\$17.37
25th	\$14.00	\$14.48	\$15.00
10th	\$8.77	\$12.80	\$14.12
Average	\$16.43	\$17.80	\$19.91

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

37) Maintenance - Director

Facilities	30		
Total scheduled positions	38		
Total filled positions	38	Vacancy Rate	0%
Total employee separations	4	Turnover Rate	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$49.62	\$50.02	\$50.02
75th	\$37.14	\$37.41	\$37.41
Median	\$32.30	\$32.62	\$33.06
25th	\$27.50	\$27.96	\$28.33
10th	\$24.10	\$25.99	\$26.40
Average	\$33.73	\$35.00	\$36.03

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

38) Maintenance Worker

Facilities	34		
Total scheduled positions	240		
Total filled positions	225	Vacancy Rate	6%
Total employee separations	31	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$25.00	\$27.41	\$30.32
75th	\$22.85	\$24.66	\$27.36
Median	\$19.25	\$20.69	\$23.39
25th	\$16.52	\$18.62	\$20.18
10th	\$13.89	\$16.78	\$18.73
Average	\$19.39	\$21.49	\$24.20

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

39) Accounting - Accounts Payable Representative

Facilities	38		
Total scheduled positions	59		
Total filled positions	59	Vacancy Rate	0%
Total employee separations	9	Turnover Rate	15%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$29.91	\$30.47	\$30.54
75th	\$26.86	\$27.54	\$28.31
Median	\$22.77	\$23.67	\$23.93
25th	\$19.97	\$20.16	\$20.25
10th	\$17.38	\$18.86	\$18.86
Average	\$23.31	\$23.93	\$24.67

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

40) Accounting - Billing and Claims Supervisor/Coordinator

Facilities	33		
Total scheduled positions	58		
Total filled positions	56	Vacancy Rate	3%
Total employee separations	8	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$32.28	\$33.44	\$35.23
75th	\$26.00	\$26.79	\$28.69
Median	\$24.46	\$25.00	\$25.00
25th	\$20.49	\$20.97	\$20.97
10th	\$18.66	\$19.37	\$19.37
Average	\$24.67	\$25.43	\$26.44

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

41) Accounting - Manager

Facilities	24		
Total scheduled positions	56		
Total filled positions	54	Vacancy Rate	4%
Total employee separations	6	Turnover Rate	11%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$52.79	\$57.14	\$59.62
75th	\$47.92	\$48.94	\$49.96
Median	\$38.66	\$38.66	\$40.05
25th	\$32.29	\$33.15	\$35.07
10th	\$27.43	\$31.31	\$31.78
Average	\$39.73	\$41.14	\$44.32

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

42) Accounting - Payroll Administrator

Facilities	17		
Total scheduled positions	19		
Total filled positions	18	Vacancy Rate	5%
Total employee separations	3	Turnover Rate	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$34.00	\$35.76	\$36.98
75th	\$29.23	\$31.69	\$31.69
Median	\$27.40	\$27.40	\$27.40
25th	\$26.39	\$26.39	\$26.39
10th	\$23.88	\$23.88	\$23.88
Average	\$28.44	\$28.81	\$29.18

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

43) Accounting - Payroll Specialist

Facilities	20		
Total scheduled positions	25		
Total filled positions	23	Vacancy Rate	8%
Total employee separations	4	Turnover Rate	17%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$27.83	\$28.55	\$28.62
75th	\$25.25	\$25.25	\$25.25
Median	\$23.14	\$23.14	\$23.14
25th	\$20.33	\$20.33	\$20.33
10th	\$17.00	\$17.00	\$17.74
Average	\$22.12	\$22.61	\$23.17

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

44) Accounting - Staff Accountant

Facilities	17		
Total scheduled positions	35		
Total filled positions	29	Vacancy Rate	17%
Total employee separations	4	Turnover Rate	14%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$32.00	\$33.31	\$36.62
75th	\$29.46	\$31.25	\$32.29
Median	\$25.00	\$26.47	\$26.47
25th	\$21.09	\$22.05	\$23.78
10th	\$20.22	\$20.43	\$20.43
Average	\$25.70	\$26.64	\$28.14

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

45) Controller

Facilities	24		
Total scheduled positions	25		
Total filled positions	25	Vacancy Rate	0%
Total employee separations	3	Turnover Rate	12%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$67.18	\$67.18	\$67.18
75th	\$55.27	\$55.27	\$55.27
Median	\$49.03	\$49.03	\$49.77
25th	\$42.09	\$42.88	\$42.88
10th	\$35.03	\$39.77	\$39.77
Average	\$49.79	\$50.23	\$50.67

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ID/A Benchmark Compensation Survey

October 2024

Region: Pennsylvania

46) Consumer Account Representative

Facilities	14		
Total scheduled positions	34		
Total filled positions	34	Vacancy Rate	0%
Total employee separations	6	Turnover Rate	18%

Percentile	Actual Base Salary - Low	Actual Base Salary - Average	Actual Base Salary - High
90th	\$31.16	\$31.16	\$33.71
75th	\$25.28	\$25.28	\$30.83
Median	\$21.87	\$24.10	\$25.75
25th	\$19.51	\$21.80	\$22.44
10th	\$18.30	\$19.52	\$20.05
Average	\$23.95	\$25.11	\$27.09

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