



2011 Compensation & Benefits Survey

Results Report

Prepared and Conducted Exclusively for:

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PUTTING THE SURVEY TO USE
2011 AgeOptions Compensation & Benefits Survey

THE SURVEY AS A GUIDE - The salary, policy and benefits statistics presented in this report are based on the data provided by the participating organizations. The goal of this report is to provide you with accurate, reliable and understandable data as a guide in making informed comparisons on pay and policies.

Salary data in this survey is reported in annual salary increments.

Surveys are a valuable tool for use in determining how a firm's pay and benefit practice relates to employers with similar demographic characteristics. However, survey users should not use the data as absolute standards. Many factors such as the level of employment in the community can affect the data and the results. Please exercise care when utilizing survey data. Specific results should be examined in the context of overall survey findings and the general economic situation prevailing at the time the data was gathered.

DEFINITIONS AND INTERPRETATION - Salary data for each job are shown in a simple, easy-to-read format reporting the following statistical information.

1. **INSUFFICIENT DATA:** Salary statistics are displayed only for those positions with FIVE or more contributing organizations. This is used as a safeguard to preserve confidentiality of salary data.
2. **AVERAGE:** The sum of all rates received divided by the number of rates reported.
3. **MEDIAN:** The middle value of the distribution of rates for each job. When the values or rates are arranged in order from lowest to highest, the median divides this distribution so that an equal number of rates are on either side of it. It is not affected by extremely high or extremely low values as is the mean.
4. **25% - 75%:** The range enclosing the middle one-half of the rates in the distribution. We designate the lowest rate in the second quarter or quartile and the highest rate in the third quartile as the boundaries of this mid-range.
5. **10% - 90%:** The range enclosing the middle four-fifths of the rates in the distribution. It is designated by the rate at the tenth percentile and at the ninetieth percentile. These statistics are shown if we received at least TEN rates for the position.
6. **BONUS:** This figure represents those receiving a bonus as an addition to their base pay. Bonus amounts are not included in base pay figures.

THE AVERAGE AND MID-50% - The average has its limitations, i.e., the smaller the sample, the greater influence of each rate allowing extreme high or extreme low rates to exert an undue effect. In small samples the average might be merely a balance of extremes like the pivot point of a see-saw with few rates (or perhaps none) near the average.

COVERAGE DATA
2011 AgeOptions Compensation & Benefits Survey

Participation:

28 organizations participated overall in this compensation and benefits survey:

- Aging Care Connections
- Bloom Township Senior Citizens Service
- Calumet Township
- Catholic Charities of Chicago
- City of Park Ridge
- CJE SeniorLife
- Frisbie Senior Center
- Hanul Family Alliance
- Harbor House
- Interfaith Housing Center
- Kenneth Young Center
- Metropolitan Family Services
- North Shore Senior Center
- Oak Park Township
- Palatine Township Senior Citizen Council
- Palos Area Transportation Services for the Elderly
- Park Lawn School & Activity Center
- Plows Council on Aging
- Salvation Army
- Senior Assistance Center
- Stickney Township Office On Aging
- URHAI Community Service Center
- Village of Oak Park
- Village of River Forest
- Village of Schaumburg
- Village of Westchester
- West Suburban Senior Services
- White Crane Wellness Center

Compensation Section:

280 full-time rates were reported in 11 jobs.

Salary data was reported as of February 1, 2011.

INDUSTRY	# Orgs	%
Skilled Care Facility	1	3.7%
Community-based social service	14	51.9%
Government	10	37.0%
Hospital	0	.0%
Other (Social Services and Senior Center, and Senior Center)	2	7.4%

EMPLOYEE SIZE	# Orgs	%
1 – 49	10	35.7%
50 - 99	9	32.1%
100 - 199	2	7.1%
200 - 499	3	10.7%
500 or more	4	14.3%

PROFIT STATUS	# Orgs	%
For-profit	1	3.6%
Not-for-profit	27	96.4%

BENEFITS SECTION

PAID TIME OFF

1. PAID HOLIDAY / DAYS OFF

	# of Orgs	%
Martin Luther King, Jr.'s Day - Monday, January 17, 2011	15	55.6%
President's Day - Monday, February 21, 2011	16	59.3%
Good Friday - Half day, April 22, 2011	2	7.4%
Good Friday - April 22, 2011	6	22.2%
Memorial Day - Monday, May 30, 2011	25	92.6%
Independence Day - Monday, July 4, 2011	27	100.0%
Independence Day -Tuesday, July 5, 2011	1	3.7%
Labor Day - Monday, September 5, 2011	27	100.0%
Columbus Day - Monday, October 10 2011	8	29.6%
Veteran's Day - Friday, November 11, 2011	7	25.9%
Thanksgiving - Thursday, November 24, 2011	26	96.3%
Day after Thanksgiving - Friday, November 25, 2011	22	81.5%
Friday, December 23, 2011	7	25.9%
Monday, December 26, 2011	24	88.9%
Friday, December 30, 2011	6	22.2%
Monday, January 2, 2011	23	85.2%
Birthday	2	7.4%
Jewish Holidays (Passover, Shavuot, Rosh Hashanah, and Succoth)	1	3.7%
Other (see below)	4	14.8%

Other:

Half day December 23, 2011 (2)
 Full day May 15, 2011
 Full day September 11, 2011

2. Does your organization use a Paid Time Off Bank (PTO)?

	# of Orgs	%
Yes	12	42.9%
No	16	57.1%

3. What paid time off days are included in the PTO Bank?

	# of Orgs	%
Vacation Days	10	83.3%
Sick Days	8	66.7%
Personal Time	9	75.0%
Holidays	3	25.0%
Funeral/Bereavement	6	50.0%
Military	0	.0%
Jury	3	25.0%

4. Do you require employees to specify a reason for using PTO days?

	# of Orgs	%
Yes	2	16.7%
No	10	83.3%

PAID TIME OFF (CONTINUED)

5. How is PTO earned?

	# of Orgs	%
Accrued throughout the year	11	84.6%
Lump sum at beginning of plan year	2	15.4%

6. What is done with PTO time not taken?

	# of Orgs	%
Accumulated for future use	8	61.5%
Unused time is paid for	0	.0%
Unused time is forfeited	5	38.5%
Unused time can be given/sold to other employees	0	.0%

7. Number of weeks of PTO that can be carried over if allowed:

	Average #	# of Orgs
Average weeks	29.2	9

8. What is your general policy regarding unused PTO time at the time of an employee's termination?

	# of Orgs	%
Employee paid in full for unused time	0	.0%
Employee paid for a portion of the unused time	4	66.7%
Employee forfeits unused time	2	33.3%

9. Maximum PTO accrual:

	Average #	# of Orgs
Average days	34.2	10

10. Please indicate the weeks of vacation earned by employees:

	Average	# of Orgs
After 1 year of service	4.4	27
After 5 years of service	5.7	28
After 10 years of service	7.0	25
After 15 years of service	8.2	23

11a. Unused vacation is:

	# of Orgs	%
Canceled at the end of the year	10	50.0%
Paid for at the end of the year (see average below)	1	5.0%
Carried over to the following year (see average below)	9	45.0%

11b. If unused vacation is paid for at the end of the year or carried over to the following year:

	Average %	# of Orgs
Paid at end of year	50.0	1
Carried over to following year	80.6	9

12. Number of paid sick days provided annually:

	Average #	# of Orgs
Average days	8.9	26

PAID TIME OFF (CONTINUED)

13a. Unused sick leave time is:

	# of Orgs	%
Canceled at the end of the year	5	29.4%
Paid for at the end of the year (see average below)	1	5.9%
Carried over to the following year (see average below)	12	70.6%

13b. If unused sick leave time is paid for at the end of the year or carried over to the following year:

	Average %	# of Orgs
Paid at end of year	25.0	1
Carried over to following year	94.2	12

RETIREMENT PLANS

Type of retirement savings plan(s) provided:

	# of Orgs	%
Defined Benefit Pension Plan	13	46.4%
403(b) Tax Sheltered Annuity	9	32.1%
401(k)	2	7.1%
SEP	1	3.6%
Money Purchase Benefit Plan	0	.0%
Other Defined Contribution Plan	3	10.7%
No plan provided	5	17.9%

DEFINED BENEFIT PLANS

15. Is the plan fully funded?

	# of Orgs	%
Yes	9	42.9%
No	12	57.1%

16. May employees make additional voluntary contributions?

	# of Orgs	%
Yes	6	30.0%
No	14	70.0%

17. Is the plan integrated with Social Security benefits?

	# of Orgs	%
Yes	4	21.1%
No	15	78.9%

DEFINED CONTRIBUTION PLANS

18. How soon may employees participate?

	# of Orgs	%
Immediately	11	55.0%
After 6 months	1	5.0%
At one year	4	20.0%
More than one year	0	.0%
Other	4	20.0%

DEFINED CONTRIBUTION PLANS (CONTINUED)

19. What is the vesting schedule

	# of Orgs	%
100% immediately	3	16.7%
Graded, 100% by 6 years	3	16.7%
Graded, 100% by 5 years	1	5.6%
Cliff, 100% by 3 years	1	5.6%
Other	10	55.6%

INSURANCE

LIFE INSURANCE

20. When do employees become eligible for life insurance coverage?

	# of Orgs	%
Immediately	12	42.9%
After one month	4	14.3%
After two months	1	3.6%
After three months	3	10.7%
After probationary period	2	7.1%
N/A	6	21.4%

21. What percentage of the premium for life insurance is paid by the organization?

	# of Orgs	%
100%	19	82.6%
90-99%	0	.0%
80-89%	1	4.3%
70-79%	1	4.3%
Less than 70%	2	8.7%

22a. What is the amount of life insurance provided

	# of Orgs	%
Flat amount for all employees (see average below)	13	56.5%
1 times annual salary	3	13.0%
1 1/2 times annual salary	1	4.3%
2 times annual salary	1	4.3%
Other salary formula	1	4.3%
Varies by job classification	4	17.4%

22b. Average amount of life insurance provided:

	Average \$	# of Orgs
Flat amount for all employees	\$20,769	13

MEDICAL INSURANCE

23. When do your employees become eligible for medical insurance coverage?

	# of Orgs	%
Immediately	9	36.0%
After 1 month	8	32.0%
After 2 months	2	8.0%
After 3 months	5	20.0%
After probationary period	1	4.0%

24. Types of coverage provided.

	# of Orgs	%
Indemnity (fee-for-service)	0	.0%
PPO	24	96.0%
HMO	21	84.0%
POS (point-of-service)	0	.0%
Dental	20	80.0%
Vision	9	36.0%
Prescription Drug Card	12	48.0%

25. What percentage of the employee's medical insurance premium is paid by the organization?

	# of Orgs	%
100%	1	4.0%
90 - 99%	7	28.0%
80 - 89%	10	40.0%
70 - 79%	4	16.0%
Less than 70%	3	12.0%

26. What percentage of the dependent's medical insurance premium is paid by the organization?

	# of Orgs	%
100%	1	4.0%
90 - 99%	3	12.0%
80 - 89%	6	24.0%
70 - 79%	3	12.0%
50 - 69%	3	12.0%
Less than 50%	9	36.0%

SHORT-TERM DISABILITY INSURANCE

27. Do you provide short-term disability insurance?

	# of Orgs	%
Yes, fully insured plan	7	25.9%
Yes, self-insured plan	4	14.8%
No	16	59.3%

LONG-TERM CARE INSURANCE

28. Do you provide long-term care insurance?

	# of Orgs	%
Yes	3	11.5%
No	22	84.6%
N/A	1	3.8%

29. When do employees become eligible for long-term care insurance coverage?

	# of Orgs	%
Immediately	2	15.4%
After one month	1	7.7%
After two months	1	7.7%
After three months	0	.0%
After probationary period	0	.0%
N/A	9	69.2%

30. What percentage of the premium for long-term care insurance is paid by the organization?

	# of Orgs	%
100%	1	25.0%
90 - 99%	0	.0%
80 - 89%	0	.0%
70 - 79%	0	.0%
Less than 70%	3	75.0%

REIMBURSEMENT EXPENSES

31. What is the average mileage allowance for car travel?

	# of Orgs	%
Less than IRS maximum	6	23.1%
IRS maximum	20	76.9%
More than IRS maximum	0	.0%

32. On what basis are employee reimbursed when traveling?

	# of Orgs	%
Actual Costs	22	81.5%
Per Diem	5	18.5%

33. Do you offer tuition reimbursement?

	# of Orgs	%
Yes, undergraduate degrees	7	25.0%
Yes, graduate degrees	7	25.0%
Yes, professional certifications (including CEU's for licensure)	4	14.3%
No	18	64.3%
Other	1	3.6%

REIMBURSEMENT EXPENSES (CONTINUED)

34. Do you have a cap on the annual amount of tuition reimbursement per year?

	# of Orgs	%
Yes, set amount per employee	7	43.8%
Yes, total organization pool/budget	2	12.5%
No	7	43.8%

35. Do you offer staff an annual personal development stipend?

	# of Orgs	%
Yes	1	3.6%
No	27	96.4%

MISCELLANEOUS BENEFITS

36. Do you offer a section 125 plan?

	# of Orgs	%
Yes	15	57.7%
No	11	42.3%

37. Which types of accounts are included?

	# of Orgs	%
Health insurance premiums	13	81.3%
Flexible spending, health care	13	81.3%
Flexible spending, dependent care	13	81.3%
Other health insurance premiums	5	31.3%
Travel expenses	3	18.8%
Vacation buy/sell arrangements	0	.0%

PERSONNEL POLICIES

38. How many hours per week do your full time employees work?

	# of Orgs	%
35 hours	5	17.9%
37.5 hours	9	32.1%
38.25 hours	0	.0%
40 hours	11	39.3%
Over 40 hours	1	3.6%
Other (32.5)	2	7.1%

39. Do you link pay to performance appraisal?

	# of Orgs	%
Yes	15	53.6%
No	13	46.4%

40. How has your turnover changed over the last three years?

	# of Orgs	%
Increased	1	3.6%
Decreased	8	28.6%
Remained the Same	18	64.3%
Do not Know	1	3.6%

COMPENSATION PRACTICES: GENERAL**41. Do you have a formal job evaluation plan in place?**

	# of Orgs	%
Yes	24	85.7%
No	4	14.3%

42. Do you have written job descriptions?

	# of Orgs	%
Yes	28	100.0%
No	0	.0%

43. What is your organization's compensation philosophy?

	# of Orgs	%
Stay even with area labor market	2	7.1%
Say ahead of area labor market	1	3.6%
Stay below area labor market	0	.0%
Stay even with industry (not-for-profits)	14	50.0%
Stay ahead of industry (not-for-profits)	1	3.6%
Stay below industry (not-for-profits)	0	.0%
No formal policy	10	35.7%

BENEFITS: IN 2010, DID YOUR ORGANIZATION...**44. Suspend or lower the 401(k)/403(b) employer match?**

	# of Orgs	%
No	9	34.6%
We don't offer a 401(k)/403(b) or a 401(k)/403(b) match	15	57.7%
Yes, suspended	0	.0%
Yes, lowered	2	7.7%

45. Raise employees' contributions for health care premiums?

	# of Orgs	%
Yes	14	50.0%
No	10	35.7%
N/A	4	14.3%

46. Reduce or eliminate staff training?

	# of Orgs	%
Yes	7	25.0%
No	21	75.0%
Don't offer training	0	.0%

BENEFITS: IN 2011, DOES YOUR ORGANIZATION PLAN TO...**47. Adjust the 401(k)/403(b) employer match?**

	# of Orgs	%
No	8	29.6%
We don't currently offer a 401(k)/403(b) or a 401(k)/403(b) match	18	66.7%
Yes, suspend	0	.0%
Yes, lower	1	3.7%
Yes, return to former match %	0	.0%
Yes, increase but not to original match %	0	.0%

BENEFITS: IN 2011, DOES YOUR ORGANIZATION PLAN TO... (CONTINUED)

48. Adjust employees' contributions for health care premiums?

	# of Orgs	%
No	10	35.7%
Yes, raise	11	39.3%
Yes, lower	0	.0%
Unsure at this time	3	10.7%
N/A	4	14.3%

49. Adjust staff training?

	# of Orgs	%
Increase from 2010	3	10.7%
Decrease from 2010	3	10.7%
Remain the same as 2010	21	75.0%
Don't offer training	1	3.6%

COMPENSATION: IN 2010, DID YOUR ORGANIZATION...

50. Reduce employees' work hours?

	# of Orgs	%
Yes	2	7.1%
No	26	92.9%

51. Reduce executive level compensation?

	# of Orgs	%
No	25	89.3%
Yes, upper level executives	2	7.1%
Yes, mid level executives	1	3.6%

52. Reduce or eliminate merit increases?

	# of Orgs	%
No	13	48.1%
Yes, reduced	5	18.5%
Yes, eliminated	9	33.3%

53. Reduce employee pay?

	# of Orgs	%
No	27	96.4%
Yes, by 1% - 2%	1	3.6%
Yes, by 3% - 4%	0	.0%
Yes, by 5% - 6%	0	.0%
Yes, by 7% - 8%	0	.0%
Yes, by 9% - 10%	0	.0%
Yes, by more than 10%	0	.0%
Yes, for a period of time (e.g. 2 weeks)	0	.0%

COMPENSATION: IN 2010, DID YOUR ORGANIZATION... (CONTINUED)

54. Reduce or eliminate bonuses?

	# of Orgs	%
No	4	14.3%
Yes, reduced	4	14.3%
Yes, eliminated	3	10.7%
Don't provide bonuses	17	60.7%

55. Please specify the % of salary increase given in 2010 for the following work groups:

	Average	# of Orgs
Non-Exempt Clerical and Technical	1.1%	25
Exempt Supervisory, Managerial, and Professional Executive/Officer	1.1%	26
	.8%	26

56. Please specify the average amount of bonus given in 2010:

	# of Orgs	%
None	19	67.9%
Less than \$100 given to eligible employees	1	3.6%
\$101 - \$500 given to eligible employees	1	3.6%
\$501 - \$1,000 given to eligible employees	0	.0%
More than \$1,000 given to eligible employees	0	.0%
Percentage of pay	2	7.1%
Varies	5	17.9%

COMPENSATION: IN 2011, DOES YOUR ORGANIZATION PLAN TO...

57. Adjust employees' work hours?

	# of Orgs	%
No	0	.0%
Reduce	2	40.0%
Increase, but not to pre-recession level	0	.0%
Reinstate to pre-recession level	0	.0%
Unknown	3	60.0%

58. Adjust executive level compensation?

	# of Orgs	%
No	0	.0%
Reduce	1	16.7%
Increase, but not to pre-recession level	1	16.7%
Reinstate to pre-recession level	0	.0%
Unknown	4	66.7%

59. Adjust base pay?

	# of Orgs	%
No, continue pay freeze	11	44.0%
Yes, we plan to initiate a pay freeze	0	.0%
Increase, but not to pre-recession level	2	8.0%
Decrease	0	.0%
Reinstate to pre-recession level	0	.0%
Unknown	12	48.0%

COMPENSATION: IN 2011, DOES YOUR ORGANIZATION PLAN TO... (CONTINUED)

60. Adjust bonuses?

	# of Orgs	%
No	8	28.6%
Increase, but not to pre-recession level	0	.0%
Reinstate to pre-recession levels	0	.0%
Decrease	1	3.6%
Don't provide bonuses	14	50.0%
Unknown	5	17.9%

61. Please specify the % of salary increases anticipated to be given in 2011 for the following work groups:

	Average	# of Orgs
Non-Exempt Clerical and Technical	1.3%	22
Exempt Supervisory, Managerial, and Professional	1.4%	23
Executive/Officer	1.3%	23

WORKFORCE: IN 2010, DID YOUR ORGANIZATION...

62. Make any of the following changes to your workforce:

	# of Orgs	%
Suspend hiring	8	47.1%
Downsize through attrition	10	58.8%
Reduce your workforce or conduct layoffs	9	52.9%
Shift to a reduced work week? (e.g. 4 day work week)	0	.0%
Reduce the number of hours per week with commensurate pay cuts	0	.0%
Require furloughs	3	17.6%
Reduce or eliminate temporary employees	3	17.6%

63. If you reduced your workforce, please indicate by how much:

	# of Orgs	%
1% - 5%	14	87.5%
6% - 10%	1	6.3%
11% - 15%	0	.0%
16% - 20%	1	6.3%
21% - 25%	0	.0%
More than 25%	0	.0%

WORKFORCE: IN 2011, DOES YOUR ORGANIZATION PLAN TO...

64a. Adjust the size of your workforce:

	# of Orgs	%
Remain the same	19	73.1%
Continue hiring freeze	2	7.7%
Reduce through layoffs	3	11.5%
Downsize through attrition	3	11.5%
Call back employees from layoff	0	.0%
Increase % (see average below)	1	3.8%

WORKFORCE: IN 2011, DOES YOUR ORGANIZATON PLAN TO... (CONTINUED)

64b. If the size of your workforce was increased:

	Average	# of Orgs
Increase %	2.0%	1

65. Utilize temporary employees?

	# of Orgs	%
More	6	22.2%
Less	0	.0%
Same level	9	33.3%
Don't use temporary employees	12	44.4%

66. Shift to a reduced work week? (e.g. 4 day work week)

	# of Orgs	%
Yes	1	3.7%
No	26	96.3%
Continue reduced workweek	0	.0%

67. Reduce the number of hours per week with commensurate pay cuts?

	# of Orgs	%
Yes	0	.0%
No	27	100.0%

68. Require furloughs?

	# of Orgs	%
No	25	92.6%
Yes, at 2010 level	2	7.4%
Yes, at increased level	0	.0%
Yes, at reduced level	0	.0%

69. Additional comments about your outlook for 2011:

Very concerned if the state continues to pay us 7-9 months following billing. For a few questions, our situation does not fit exactly. For example, historically we do not give bonuses but did for the first time year end 2010 due to no pay increases and staff morale.
No pay increases. Increase insurance contributions from employees. No additional hiring w/exception of necessary positions.
What our compensation and staffing levels are depends a great deal on the amount of grants we get.
Grim! The work/client load has increased by 20%, but because of the uncertainty with the state budget, we are unable to hire at this point. Also with no salary increases & lower bonuses, I'm concerned about moral.
At this time not everything is set in stone in regards to our plans. We see and adjust as the year progresses.
For the entire time the service has been operating Part time employees receive no benefits including sick, personal or vacation. The PATSE bus service has no full time employees. They did however take furlough days, and an adjustment (decrease) was made to the Directors salary to compensate for not being able to take furlough days. Part time is less than 35 hours per week.
Completely unknown.
We did most of our cutting in 2009 and 2010. We expect to maintain staffing levels and provide a salary increase in 2011.
It is a challenge to find funding to keep the organization operating with current programs. Our staff is small. Reducing staff means cutting programs. We have not been able to offer a pay increase for two years. This is a hardship for staff that is already underpaid and has few benefits. It is especially a concern now that the state taxes are going up.
Due to becoming a provider for the in home services, our agency hired two new staff.

PART-TIME EMPLOYEES

70. Minimum number of hours per week that part-time employees are required to work to qualify for prorated/reduced benefits:

	# of hours	# of Orgs
Average hours	22.4	22

COMPENSATION SECTION

CHIEF EXECUTIVE OFFICER / EXECUTIVE DIRECTOR

Provides the direction, leadership and oversight for the overall direction of policies, fundraising, fiscal oversight and advocacy efforts and operations within the organization. Manages relationships with the Board of Directors, funding sources, providers, community partners and other agencies as they relate to the strategic direction of the organization.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$102,491	\$47,381	\$54,000	\$92,288	\$130,000	\$165,411	22	\$6,260	5	11.4	22

CHIEF OPERATING OFFICER / DEPUTY DIRECTOR / SOCIAL SERVICE DIRECTOR

Works closely with the Chief Executive Officer in establishing the vision and the direction of the organization. Acts as the CEO in his/her absence. Manages the daily operation of the organization including budget, infrastructure, human resources, staff development, technology and other operational components. Maintains relationships with the Board of Directors as they relate to the strategic direction of the organization.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$93,605	\$40,000	\$46,600	\$65,441	\$126,486	\$198,530	16	\$.	0	12.3	15

DEVELOPMENT DIRECTOR

Leads all aspects of fundraising for the organization. In partnership with the President or CEO, the Director will create and implement strategies to meet annual as well as multi-year revenue goals from a variety of sources. Working closely with senior leadership, the Director ensures that implementation of all fundraising and communications strategies are set forth in the strategic plan and ensures increased visibility and organization-wide financial sustainability.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$87,332	\$25,500	\$55,000	\$69,114	\$132,638	\$144,200	7	\$100	1	3.7	7

ELDER ABUSE CASEWORKER

Responds in a timely fashion to reports of alleged elder abuse, neglect and exploitation; investigates such reports; provides supportive casework services to victims of elder abuse and their families; attends appropriate trainings and meetings; develops and maintains relationships with law enforcement and other multi-disciplinary professions; participates in community education and outreach activities.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$37,437	\$32,514	\$35,000	\$36,540	\$40,667	\$43,000	21	\$1,000	1	4.6	21

CAREGIVER SPECIALIST

Provides leadership on Family Caregiver (including both caregivers of older adults and non-parent relatives raising children) issues. Specific responsibilities include: providing one-on-one assistance to caregivers with accessing resources and services, managing stress, making decisions and other caregiving challenges; presenting caregiver training and education programs to individuals and groups; leading support groups; arranging and overseeing respite care services for caregivers; providing caregiver outreach at health fairs, places of worship, libraries and other settings; maintaining relationships with respite providers and other service providers; and serving as a caregiver issue information source for the agency.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$38,048	\$20,800	\$38,000	\$39,385	\$43,000	\$45,000	9	\$1,000	1	6.0	8

NUTRITION SITE SUPERVISOR / COORDINATOR

Responsible for the planning, program development and menu choices for food programs and home delivered meals. Runs food service systems for institutions such as hospitals and schools, and promotes sound eating habits by providing healthy options. Oversees daily operations of food programs, including consumer feedback, community outreach and building partnerships.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$36,362	\$19,488	\$27,751	\$31,650	\$45,411	\$61,783	8	\$.	0	6.1	8

RECEPTIONIST / ADMINISTRATIVE

Responsible for greeting people in the office, receiving and routing all incoming calls to the appropriate staff member, relaying messages and announcing visitors. Must also maintain the reception area, chronological files, sort the mail and perform clerical and administrative duties as assigned and any special projects as needed. Contingent with location, this position may order supplies and be responsible for scheduling maintenance on office equipment.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$35,382	\$20,058	\$24,012	\$30,600	\$52,821	\$58,274	31	\$575	2	7.2	30

I&A INTAKE SPECIALIST, CENTRAL POINT OF ENTRY

Serves as the Central Point of Entry for information and assistance for the full range of older adult resources and services. Promotes knowledge and choices for care to older adults and their family members through reliable, objective programs and services. This position provides information on Medicare, Pharmaceutical, Housing and other areas by assessing the needs of the individual. Maintains complete and accurate resources utilizing ESP Web, brochures and agency contacts. Helps to conduct training for various area agency programs. Represents the agency at community outreach events as appropriate.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$31,354	\$23,065	\$27,611	\$31,129	\$35,000	\$40,000	21	\$1,000	1	7.2	20

CHORE WORKER

Under the direction of the client, performs housekeeping tasks such as light housekeeping, shopping (may include meal preparation) and laundry as outlined in the plan of care prepared by a case manager. Reports additional client needs to the in-home supervisor or case manager. Possesses a working phone and reliable transportation in order to be conveniently available. Attends meetings and trainings as necessary. Documents hours of service for each chore visit; client's signature is required for chore service rendered. Requires medical form indicating free from communicable diseases and ability to perform physical limits of job such as lifting, transferring client, etc. Ability to work independently.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$19,738	\$19,201	\$19,747	\$19,747	\$19,747	\$19,747	60	\$114	5	6.2	59

TRANSPORTATION DRIVER

Provide door to door transportation for older adults residing in agency's service area. Arrange daily bus routes and keep in contact with scheduler. Provide safe, reliable transportation on an as needed basis to congregate meal sites, hospitals, doctors offices and other facilities as requested. Maintain the cleanliness and safety of the vehicle and make management aware of necessary maintenance, repairs or problems. Track the daily participation and submit weekly bus schedules. Must have commercial driver's license, good driving record and proof of insurability.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$27,552	\$19,920	\$20,000	\$29,000	\$33,132	\$33,754	7	\$.	0	14.6	5

COMPREHENSIVE CARE WORKER / CCP CASE MANAGER

Provides direct service to elderly clients needing assessment and case management to remain safely and comfortably in the community. Conducts assessments; provides information; develops realistic care plans; authorizes appropriate governmental services; refers and links clients and monitors client services. Follows the standards and guidelines of the Illinois Dept on Aging, Housing and Urban Development and the Council on Accreditation. May help and train new case managers. Logs case notes and enters data.

Base Salary							Bonus		Years in Position at Organization	
Average	10th Percentile	25th Percentile	Median	75th Percentile	90th Percentile	# of Orgs	Average	# of Orgs	Average	# of Orgs
\$34,617	\$29,393	\$31,882	\$33,209	\$36,088	\$41,940	78	\$1,000	1	4.8	77