

PREPARED BY
WVCAN STAFF

PRESENTED ON
FEBRUARY 27, 2020

CAC SALARY SURVEY

FY 2019-20



wvcan

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Introduction

This survey was conducted in January 2020 and reflects WVCAN’s analysis of raw data from all 21 West Virginia Child Advocacy Centers. This data can be used to inform budgeting, staffing, recruitment and retention, grant proposals, and more. Contact WVCAN with any questions.

Other Data Sources

- West Virginia Nonprofit Association – Compensation Report: An Analysis of West Virginia Nonprofits 2018
- National CAC (NCAC) Compensation and Benefits Survey Report – June 2016

CAC Details

CAC Budget Size	Number of CACs	Staff Size		
<\$200,000	5	Number of Full-Time Staff	Range	1 – 3
				2
\$200,000 - \$299,999	7	Number of Part-Time Staff	Average	0 – 4
				2
\$300,000 - \$499,999	3	Number of Full-Time Staff	Range	0 – 6
				3
≥ \$500,000	6	Number of Part-Time Staff	Average	0 – 9
				1.5
<\$200,000	5	Number of Full-Time Staff	Range	4 – 6
				5
\$200,000 - \$299,999	7	Number of Part-Time Staff	Average	0 – 4
				2
\$300,000 - \$499,999	3	Number of Full-Time Staff	Range	4 – 13
				8.5
≥ \$500,000	6	Number of Part-Time Staff	Average	0 – 4
				1

CAC Types	
Stand-Alone 501(c)3	12
Under Umbrella Organization	7
Hospital-Based	2

CAC Staff

Considerations – Differences in CAC Staff Incomes

- Years of experience and/or tenure at organization
- CAC programmatic size (counties served, staff size, other programs managed by CAC, etc.) and operating budget
- Duties and responsibilities – many CAC staff positions encompass multiple roles. For example:
 - There are many forensic interviewer/family advocates in the WV network
 - Some CAC staff take on primary responsibility for team coordination and/or facilitation
 - Some CAC Directors are also trained interviewers and/or licensed mental health providers and provide those direct services
- Degrees and/or licensure required for the job
- CAC location – some are in areas with a higher cost of living and/or with a more competitive nonprofit job market
- WVCAN's survey is different from our other two main comparison sources:
 - NCAC's salary survey sorted each staff position into 3 bands of years of experience, whereas WVCAN's survey did not take this into account. An average of averages was used to arrive at the hourly/salary rates. These were further adjusted to reflect cost of living adjustments between the time of the survey and now.
 - The WV Nonprofit Association's report covers a broader array of nonprofit types and sizes in the state of West Virginia than WVCAN's survey of CACs. Where applicable, the average of a job type is used and then adjusted for cost of living.

Adjustments to Salaries

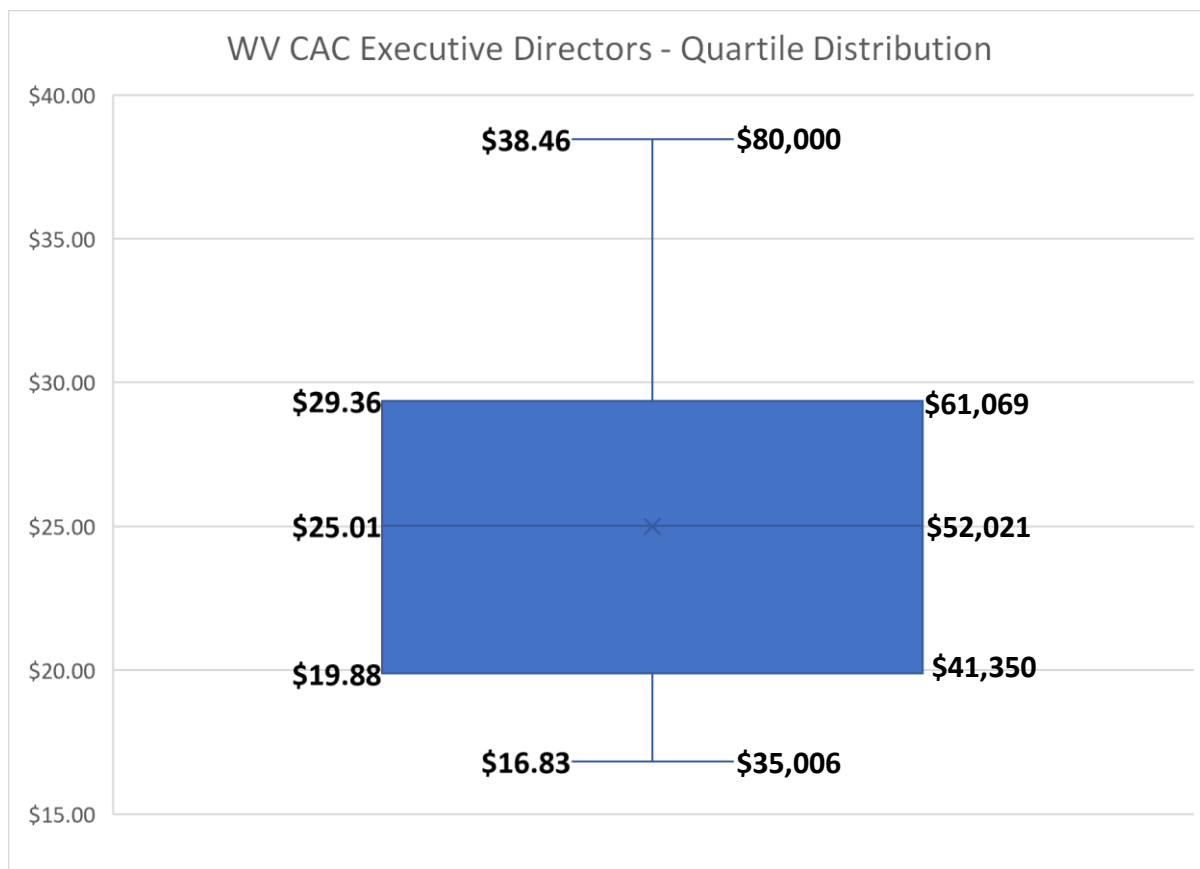
What to consider when making a case for salary scale adjustments to your Board of Directors:

- Do you want to match market rates, lag, or lead the market? To match market rates, you will want to set your midpoint at the average of comparable roles in markets you recruit for your positions (locally, statewide, regionally, or nationally).
- Set your maximum at 1.15 or 1.2 times the midpoint, and your minimum at .75 or .8 times the midpoint (40% ranges allow for more promotion opportunities within roles).
- For CAC directors, comparison to similar local nonprofits in your area (WV Nonprofit Association 2018 Salary Survey). Remember to adjust for annual cost of living adjustments (COLA) per federal rates (2.0% for 2018, 2.8% for 2019, 1.6% for 2020).
- Your salary should move to the midpoint as you become fully functional in your role (~3-5 years on the job). Promotion from the minimum to the midpoint should be faster than once you meet the midpoint and are moving towards the maximum. Remember, you can/should adjust ALL your ranges annually for COLA.

CAC Executive Directors/Coordinators

CAC Director/Coordinator						
	WV CACs (N = 21)		NCAC 2016 Report*		WVNPA 2018 Report*	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$38.46	\$80,000	\$83.94	\$174,604	\$97.09	\$201,953
Average	\$25.00	\$52,000	\$32.43	\$67,454	\$31.05	\$64,593
Minimum	\$16.83	\$35,000	\$14.48	\$30,116	\$7.76	\$16,153

* Adjusted for Cost of Living 2020



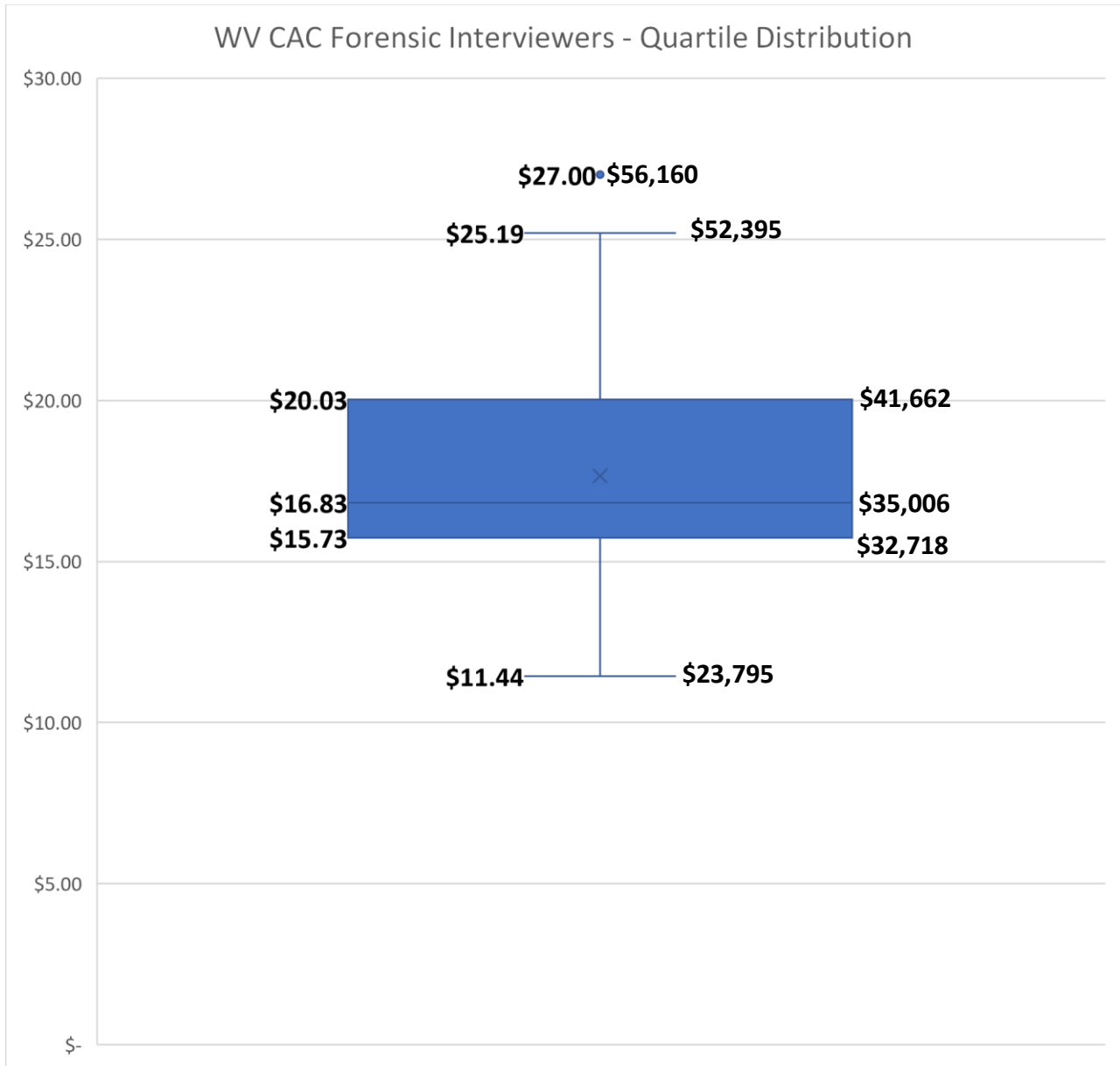
Assistant Directors

WV CACs only reported 2 part-time and 1 full-time assistant director across the network in 2020. The average hourly rate for WV CAC Assistant Directors is \$22.38, or an annual full-time salary of \$46,550. By comparison, the NCAC 2016 Salary Survey reported an average hourly rate of \$21.93 for CAC Assistant Directors, for an average annual full-time salary of \$45,614.

Forensic Interviewers

Forensic Interviewers				
	WV CACs (N = 18)		NCAC 2016 Report ^{1*}	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$27.00	\$56,160	\$30.83	\$64,121
Average	\$17.65	\$36,712	\$20.08	\$41,784
Minimum	\$11.44	\$23,795	\$9.62	\$18,720

* Adjusted for Cost of Living 2020

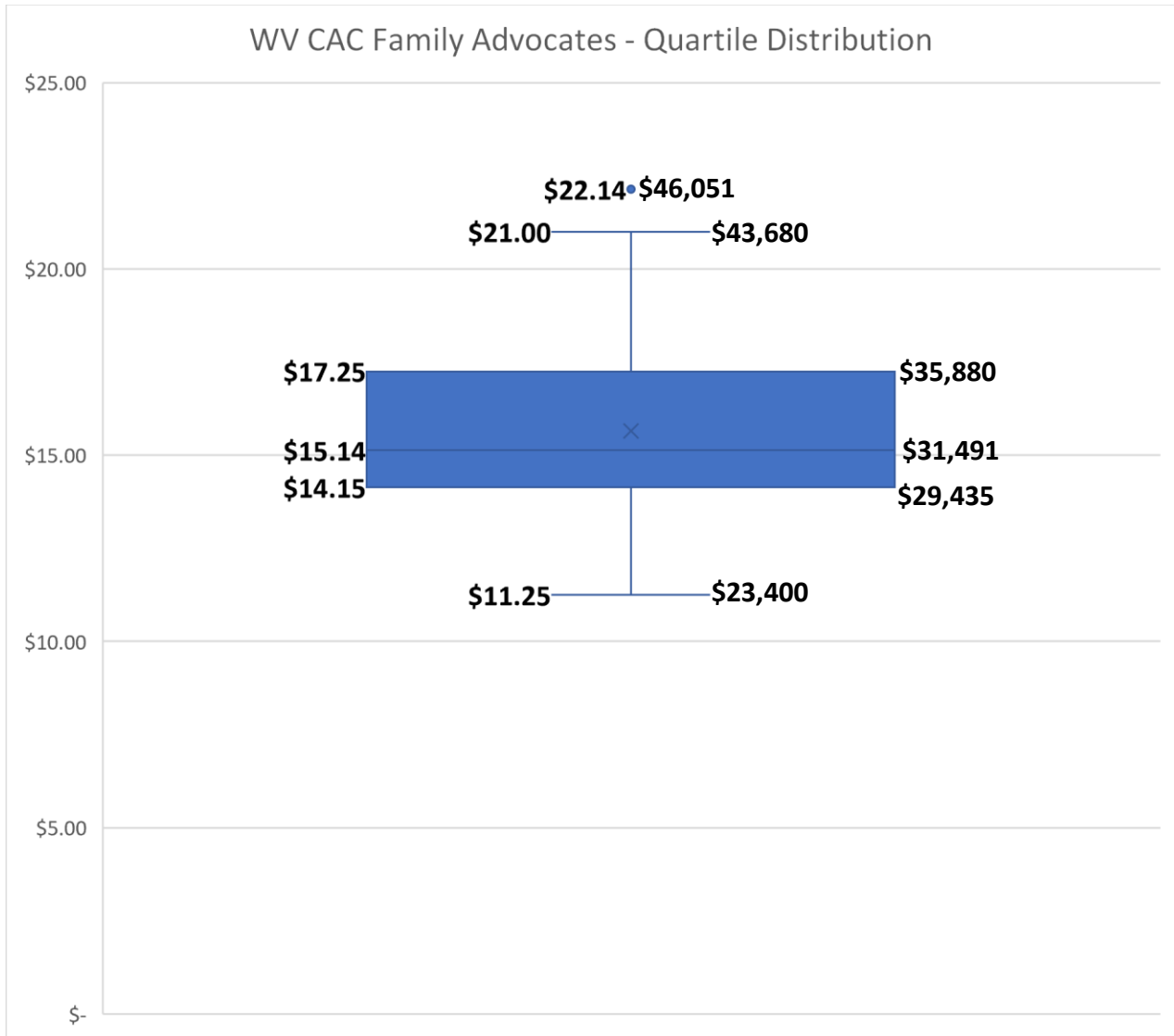


¹ NCAC Salary Survey noted years of experience, but WVCAN's survey did not.

Family Advocates

CAC Family Advocate ²				
	WV CACs (N = 20 CACs)		NCAC 2016 Report ^{3*}	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$22.14	\$46,051	\$26.08	\$54,253
Average	\$15.65	\$32,552	\$16.88	\$35,116
Minimum	\$11.25	\$23,400	\$10.69	\$22,225

* Adjusted for Cost of Living 2020



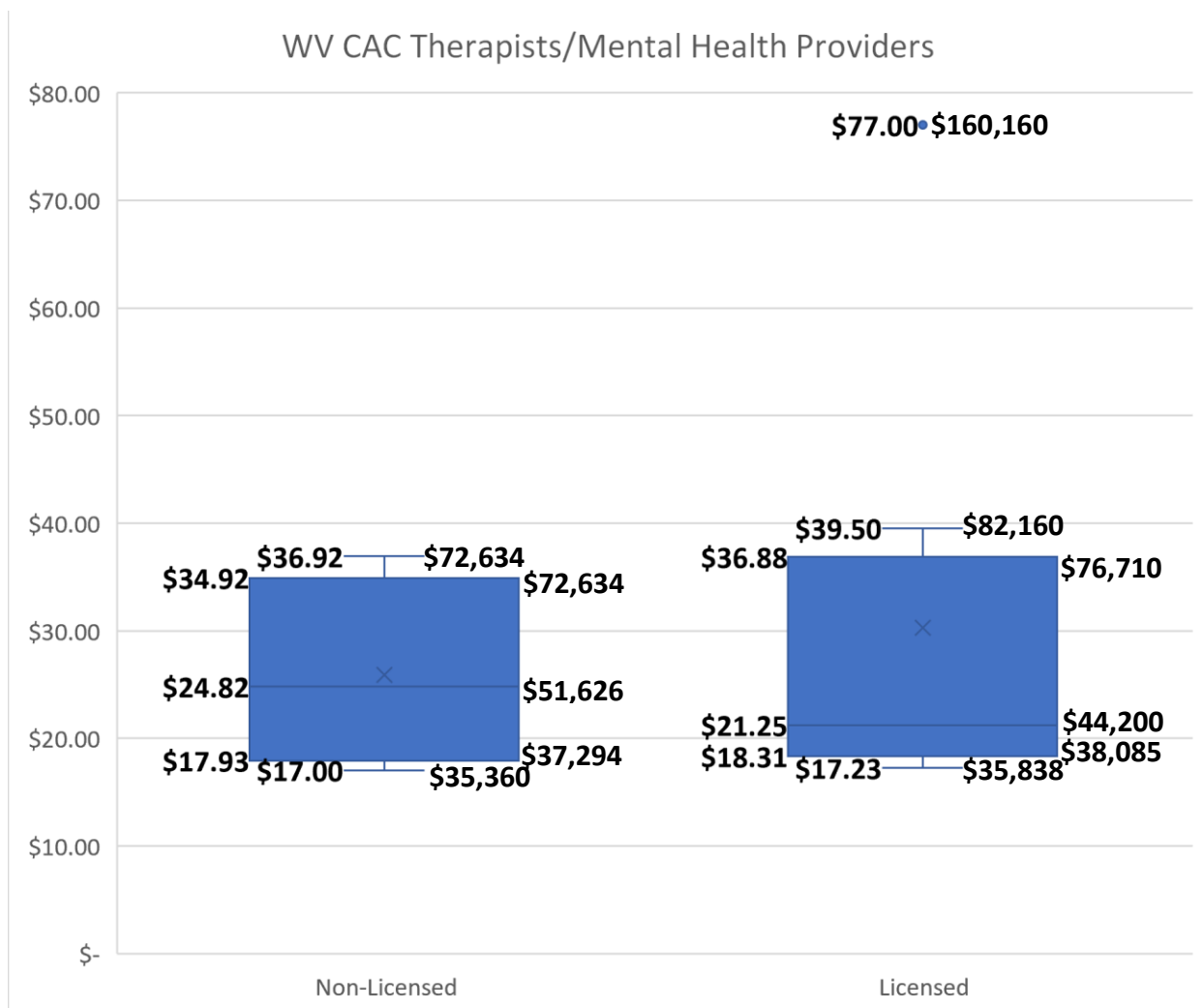
² The following staff positions covered in the WV Nonprofit Association report have some similarities with this role at CACs and may be worth comparison for your CAC: Case Manager (non-supervisory), Social Worker (Bachelor's Level), Social Worker (Master's Level).

³ NCAC Salary Survey noted years of experience, but WVCAN's survey did not.

Therapists/Mental Health Providers

Non-Licensed Mental Health Provider				
	WV CACs (N = 3 CACs)		NCAC 2016 Report*	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$36.92	\$76,794	\$32.06	\$66,676
Average	\$25.89	\$53,851	\$20.83	\$43,317
Minimum	\$17.00	\$35,360	\$17.02	\$35,405
Licensed Mental Health Provider				
	WV CACs (N = 8 CACs)		NCAC 2016 Report*	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$39.50**	\$82,160	\$31.93	\$66,409
Average	\$30.29	\$63,003	\$21.99	\$45,740
Minimum	\$17.23	\$35,838	\$17.78	\$36,983

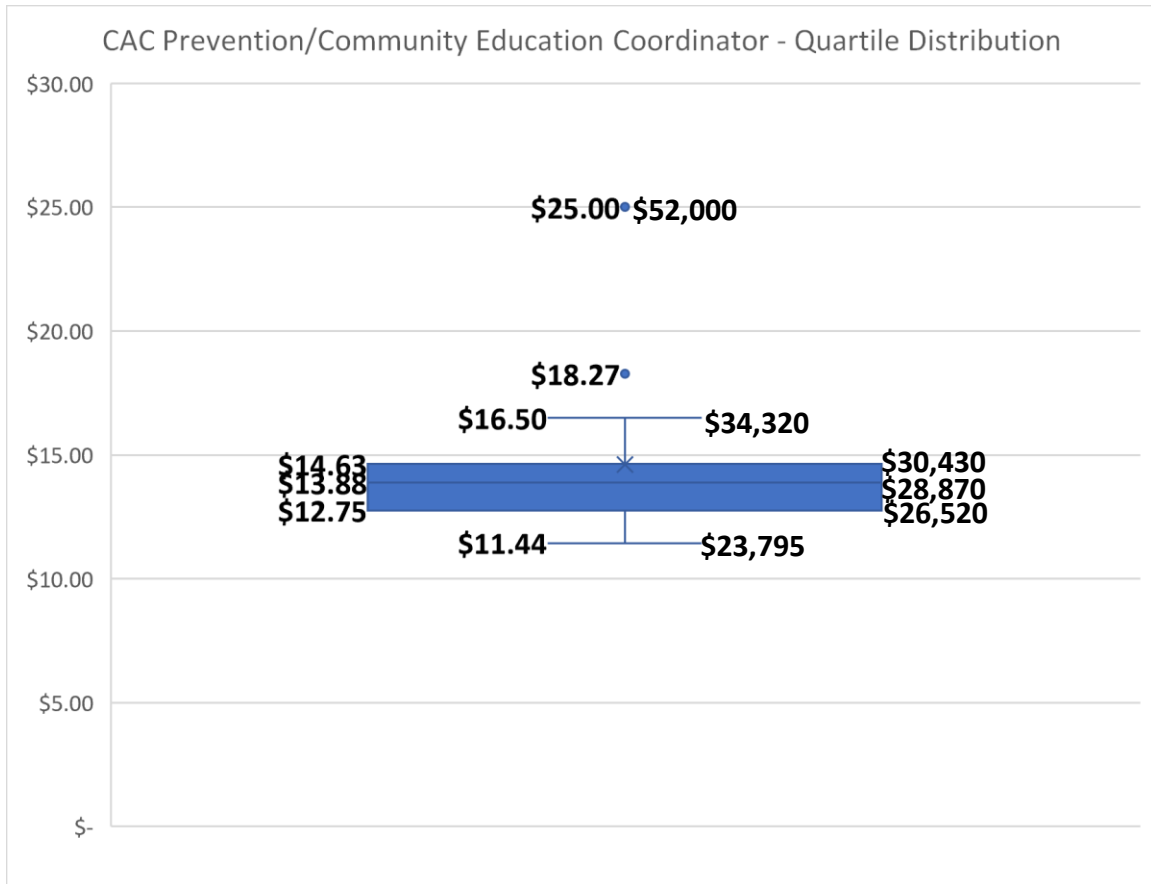
* Adjusted for Cost of Living 2020
 ** An outlier maximum contractor rate for a licensed mental health provider rate of \$77.00/hour is captured in the chart below, but not in this table. This rate may reflect that provider partner's ability to recoup funds from private insurance and Medicaid. This rate is, however, factored into the average.



Prevention/Community Education Coordinator

Prevention/Community Education Coordinator				
	WV CACs (N = 11 CACs)		NCAC 2016 Report ^{4*}	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$25.00	\$52,000	\$21.37	\$44,451
Average	\$14.61	\$30,389	\$15.95	\$33,182
Minimum	\$11.44	\$23,795	\$14.43	\$30,004

* Adjusted for Cost of Living 2020



Administrative Assistant

CAC Administrative Assistant						
	WV CACs (N = 5)		NCAC 2016 Report*		WVNPA 2018 Report*	
	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)	Hourly Rate	Annual Salary (FT)
Maximum	\$25.00	\$52,000	\$25.64	\$53,314	\$22.60	\$47,015
Average	\$15.26	\$31,741	\$15.78	\$32,827	\$13.68	\$28,457
Minimum	\$11.44	\$23,795	\$11.58	\$24,092	\$8.73	\$18,165

* Adjusted for Cost of Living 2020

⁴ NCAC Salary Survey noted years of experience, but WVCAN's survey did not.

Benefits

Paid Time Off

Notes:

- All data in tables in this section is represented as full-time employees. Pro-rated rates may be different CAC-to-CAC.
- Some CACs' vacation/sick leave/paid time off rates are different between hourly and salaried staff; rates for hourly staff only are included in tables.
- 5 CACs use Personal Leave/Paid Time Off (PTO) to apply to any type of non-holiday leave rather than separating vacation and sick leave. For the tables presented here, full hours of PTO are converted to either vacation or sick leave for each of those CACs and included in the averages/ranges.

Paid Holidays	
Range	0 – 24 days per year
Average	12.25 days per year

Vacation (N = 20 CACs)		
First Year of Employment	Range	0 – 24 days per year
	Average	13 days per year
After 5 Years of Employment	Range	10 – 30 days per year
	Average	19 days per year
After 10 Years of Employment	Range	10 – 36 days per year
	Average	22 days per year

* Not included in table: One CAC's staff accrue 6.75 hours monthly after 90 days of employment regardless of tenure.

Paid Sick Days (N = 15 CACs)	
Range	0 – 21 days per year
Average	12 days per year

Raises

Raises		
If you gave an annual increase in salary for all employees (not merit-based), what was the average percentage salary increase? (11 CACs)	Range	2-5%
	Average	3%
If you have a formal employee merit review process, what was the average percentage salary increase from merit-based raises in the last year? (N = 8 CACs)	Range	2.5 – 6%
	Average	4%

Other Answers

- Evaluation occurs. Then based on merit normally \$1 an hour if funding permits
- Merit-based raises are given as bonuses. We have an annual bonus scale depending on the level of work (support service staff: up to \$2K, direct services staff: up to \$4k, supervisors/program managers: up to \$6K, Executive Director: up to \$12K)

Details About Annual Review Process

- Annual reviews are not tied to pay increases.
- Raises are tied to funding source and number of days worked. For example, VOCA capped increases at 4% but I was able to use some CAC funds to add additional \$ for advocates and Forensic Interviewer
- We provide staff with annual reviews but there is not always an increase in salary. This past year staff received between \$45 and \$150
- Salary increases are discussed with members of the HCCAC Steering Committee. The annual review process for staff is formal and conducted by the Executive Director.
- 3-month post orientation Eval, sometimes a 6 month, then yearly
- We provide an annual performance review that is to address need for improvement
The last few years CAMC has given an across the board raise of 3%, not based on performance. In the past it's been as high as 5% and was based on merit.
- Employees are given a formal annual review each year during their anniversary month. The review is based on their completion of their annual performance goals. Their immediate supervisor and either the Program Director or Executive Director participate in the annual review with the employee. An employee's merit-based bonus is based on the level at which their annual goals were completed.
- We only give merit-based increases at their anniversary.

CAC Salary Scales

9/21 CACs have salary scales

Reference Material/Factors Noted	# of CACs using this reference
WV Nonprofit Association 2015 Compensation Report	3
Comparative Data from WV DHRR	1
Umbrella Agency's Salary Scale	1
Education/Licensures/Certifications	3
Years of Experience	1
Local/Regional Comparison	2
Other	1
VOCA Allowances	1

Benefits

Benefit	# of CACs
Health insurance (full coverage of premium for employee)	7
Health insurance (75-99% coverage of premium for employee)	10
Health insurance (50-74% coverage of premium for employee)	2
Health insurance (50-74% coverage of premium for employee)	2
Health insurance (25-49% coverage of premium for employee)	0
Health insurance (partial coverage of premium for employee dependents)	2
Health savings/reimbursement account	2
Mental health benefits	5
Dental insurance (full coverage of premium)	5
Dental insurance (partial coverage of premium)	3
Vision insurance (full coverage of premium)	6
Vision insurance (partial coverage of premium)	3
Short-term disability (full coverage of premium)	2
Short-term disability (partial coverage of premium)	2
Long-term disability (full coverage of premium)	3
Long-term disability (partial coverage of premium)	1
403(b), 401(k) or similar retirement savings plan with at least 3% employer contribution	11

Other Benefits

- Health insurance paid up to 500 per month
- Paid parking
- 6 weeks paid leave for maternity leave
- Dental, premium is responsibility of employee. Discounted vision through umbrella organization's provider, Life Insurance and Accidental Death Coverage at 100%, and Longevity after 2 years

- Office Closure - CAC will close annually on December 24th and will re-open January 2nd. However, if work demands require that the office be re-opened during this time and staff is required to work, no adjustments are made for additional time off.
- Tuition assistance program; 90% tuition towards MSW or BSW degree; 75% tuition for related fields
- \$35,000 Life Insurance Benefit
- Wellness programs that are free to employees as well as a pharmacy program for reduced cost of prescriptions. Recently added a 24/7 video healthcare program for minor illnesses that is free of charge. We also have a number of additional life insurance plans employees can buy; accidental death/dismemberment plans and to purchase from your pay additional paid time off. We don't have vacation/sick time, we have PTO, paid time off. This is used for holidays as well. (Hospital-based CAC)
- Retirement savings plan with 2% employer contribution
- \$100K life insurance (full coverage of premium)
- Health club/gym memberships for all employees
- Benefit bank – provide a specified amount each year that staff can use for a FSA or a variety of insurance options (e.g., disability, accident, life insurance)

Considerations for Recommended Staffing Levels:

- Even at the base level tier of children served (< 100), it is important for a Child Advocacy Center to have a trained backup interviewer for when scheduling conflicts or conflicts of interest arise
- # of counties officially served: each additional county served will require more resource and service coordination, relationship management, and travel time
- # of satellite locations: each satellite location will require additional travel time and staffing
- # of outreach counties not yet officially served: many Child Advocacy Centers are working to provide a fuller array of services in counties that are officially “unserved”; these counties can substantially contribute to case loads