



NCAC Compensation and Benefits Survey Report

June 2016

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Preferred citation: National Children's Advocacy Center (2016). NCAC Compensation and Benefits Survey Report. Huntsville, AL: Author.

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This report summarizes the results from the Compensation and Benefits Survey collected by the National Children’s Advocacy Center (NCAC) and the Southern Regional Children’s Advocacy Center (SRCAC) in 2015.

SRCAC staff emailed the survey to all CAC’s in the Southern region. We would like to especially thank the 58 organizations who participated.

The majority of the responses were from independent CAC’s with budgets of \$500,000 or less. See page 2 for a full list of participants and page 19 for full demographic details.

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Salary survey results should always be reviewed with caution as they do not provide the entire salary and benefits picture. In addition, jobs with the same title or even similar description often have a wide range of responsibility level depending on the size of the organization. However, hopefully these results will be one useful data point in determining if CAC staff are being provided competitive pay and benefits.

Questions about the survey and report should be addressed to Michelle Krohn, Human Resources Manager/Executive Assistant, at [email address](#) (Thank you to Meredith Wilkes for her assistance in preparing the survey and report.)

Participants

Beyond Abuse.....	Greenwood, South Carolina
Blount County Children's Center, Inc.	Oneonta, Alabama
Bridgehaven Children's Advocacy Center	Dayton, Texas
Buffalo Trace CAC	Maysville, Kentucky
Child Abuse Network	Tulsa, Oklahoma
Child Advocacy Center.....	Fayetteville, North Carolina
Child Advocacy Center of Anderson County Tennessee, Inc.	Clinton, Tennessee
Child Protect, CAC	Montgomery, Alabama
Childhelp Children's Center of East TN	Knoxville, Tennessee
Children's Advocacy Center of Benton County.....	Rogers, Arkansas
Children's Home Society of Florida.....	Bartow, Florida
Children's Protection Center	Little Rock, Arkansas
Children's Trust Roanoke Valley	Roanoke, Virginia
ChildSafe Center-CAC	Winchester, Virginia
Coastal CAC	Savannah, Georgia
DCCSAN	Jay, Oklahoma
Dearing House	Ponca City, Oklahoma
Dee Norton Lowcountry Children's Center	Charleston, South Carolina
Dickerson Children's Advocacy Center.....	West Columbia, South Carolina
Dove House Children's Advocacy Center	Statesville, North Carolina
Duke CANMEC.....	Durham, North Carolina
Eastland County CAC.....	Eastland, Texas
Gulf Coast Children's Advocacy Center.....	Panama City, Florida
Henderson County HELP Center.....	Athens, Texas
Hero House, the CAC of Colquitt County, Inc.	Moultrie, Georgia
HOPE Center, Inc.	Athens, Tennessee
Hope's Place.....	Ashland, Kentucky
James M. Barrie Center for Children.....	Gadsden, Alabama
Johnson County Children's Advocacy Center	Cleburne, Texas
Judi's Place for Kids.....	Pikeville, Kentucky
Just For Kids Inc. (Big Sandy Area Child Advocacy Center)	Beckley, West Virginia
Kaleidoscope Children's Advocacy Center.....	Wentworth, North Carolina
Kids House of Seminole (Wayne Densch Children's Advocacy Center)	Sanford, Florida
Morgan County Child Advocacy Center	Decatur, Alabama
Natchez Children's Home Services CAC.....	Natchez, Mississippi
New Hope Blount County Children's Advocacy Center	Maryville, Tennessee
Pataula Center for Children	Blakely, Georgia
Percy and Donna Malone Child Safety Center	Arkadelphia, Arkansas
Pike Regional CAC.....	Troy, Alabama
Prevent Child Abuse Gaston and the Gaston County Children's Advocacy Center	Gastonia, North Carolina
Randolph-Tucker Children's Advocacy Center	Elkins, West Virginia
Regional CAC.....	Grove Hill, Alabama
SAFE HARBOR Child Advocacy Center	Sevierville, Tennessee

Southern VA CAC Rocky Mount, Virginia
 Southwest Mississippi Children's Advocacy Center McComb, Mississippi
 Stepping Stone Child Advocacy Center Dublin, Georgia
 Stop the Hurt, Inc. Welch, West Virginia
 Texarkana Children's Advocacy Center Texarkana, Texas
 The Bridge Amarillo, Texas
 The Child Abuse Response & Evaluation Center
 (The QAC CARE Center) Centreville, Maryland
 The Children's Advocacy Center of Cleveland County, Inc. Shelby, North Carolina
 The Clay House Children's Center..... Bessemer, Alabama
 The CRICKET Center..... Berlin, Maryland
 The Greenhouse Dalton, Georgia
 The Martin House Children's Advocacy Center
 of Gregg & Harrison Counties Longview, Texas
 The Northwest Georgia Child Advocacy Center/Harbor House Rome, Georgia
 The Saville Center..... Stillwater, Oklahoma
 The Terrie Hess House..... Salisbury, North Carolina

Data Analysis

Responses were reviewed for any obvious data entry or other errors. For the sake of clarity and accuracy, any questions with three or fewer responses were not included.

Note that the number of responses varies considerably since some CAC's only had a few of the jobs or chose not to report for certain jobs or questions.

Deleted Jobs

The following jobs did not have enough responses to report:

- Development Coordinator/Assistant
- Nurse Practitioner
- Nurse (RN)

Explanation of Data

Averages are the average of all the salaries reported under average for that job. *Highs* are the highest pay rate reported for the job and *lows* are the lowest number reported. In order to compare both part-time and full-time employees, hourly rates are reported even though some positions may be paid on a salary. (To convert hourly to a full-time annual salary of 40 hours per week, multiply the hourly rate by 2080 hours.)

Several responses were thrown out due to one of the following reasons:

- they were stated or appeared to be contract positions, not employees;
- there was an obvious typo in the answer; and/or
- the number was a significant outlier and not representative of the typical position.

There was some confusion on how to report pay rates for a contract position versus an employee. Several respondents for the licensed therapist positions mentioned this in the comments. Since a contract rate paid to an individual or to another organization is different than an employee pay rate, it was misleading to combine the responses especially since there were no details regarding the contract arrangements. Therefore, rates identified as contract were removed. For future surveys, we may consider asking specifically about contract positions but for this survey the data was not clear enough or sufficient enough to share.

Levels

Pay rates for each job were reported according to the following levels:

- Level 1 equals 0 to 2 years total experience in this job or an equivalent job
- Level 2 equals 3 to 5 years
- Level 3 equals 6 or more years

Job Descriptions

Below are the job descriptions as they were defined in the survey.

Child Forensic Interviewer Specialist

Primary job responsibility is to conduct forensic interviews of children and adolescents. May facilitate pre/post interview multidisciplinary case staffing. May assist in collecting all relevant child/family history and making appropriate referrals. Does NOT provide therapy.

Therapist/Mental Health Provider – Non-Licensed

Primary job responsibility is to provide therapy to children who have been abused. May conduct forensic interviews and forensic evaluations on children who are alleged victims of sexual abuse and serious physical abuse. May facilitate group therapy for victims of child sexual abuse.

>Master's degree in mental health/social services field required.

Therapist/Mental Health Provider – Licensed

Primary job responsibility is to provide therapy to children who have been abused. May conduct forensic interviews and forensic evaluations on children who are alleged victims of sexual abuse and serious physical abuse. May facilitate group therapy for victims of child sexual abuse.

>Master's degree or higher in mental health/social services field required.

Victim/Family Advocate Coordinator I

Primary responsibility is to provide crisis interviews to non-offending caregivers (NOCs) of alleged child victims. Acts as a liaison between families and other community agencies and may lead support groups for caregivers.

>No degree required. Use Victim/Family Advocate Coordinator II if a Bachelor's degree is required.

Victim/Family Advocate Coordinator II

Similar to Victim/Family Advocate Coordinator I but requires Bachelor's degree.

>Bachelor's degree is required.

Intervention and Clinical Department Director

Manages clinical staff, programs and budget. May also provide Therapy or similar services.
>Typically requires a Master's degree or PhD in the social sciences, professional licensure and/or experience supervising professional and administrative staff.

Receptionist

Performs routine clerical tasks. Answers phone and greets visitors. May schedule client appointments. May answer general questions about services and explain the referral process to other agencies and individuals. Maintains files and handles limited computer-related tasks.

Administrative Assistant

Provides administrative and clerical assistance at a higher level than Receptionist. May maintain monthly statistics for grants and coordinate reports. Requires knowledge of and some proficiency in typical office computer applications such as Word and Excel.
>Typically requires related experience and/or Bachelor's degree.

Prevention/Community Education Coordinator I

Coordinates and delivers prevention and/or other community education programs in schools, homes or the community.
>No degree required. Use Prevention Coordinator II if a Bachelor's degree is required.

Prevention/Community Education Coordinator II

Similar to Prevention Coordinator I but requires Bachelor's degree.
>Requires a Bachelor's degree.

Development Director

Heads the Development function. Responsible for fundraising initiatives by engaging the community and developing key relationships and contacts to meet revenue goals. Plans, develops and coordinate activities related to fundraising. May supervise Development Coordinators or Assistants. Typically reports to Executive Director.

Finance or Business Manager

Primary responsibility is to manage all fiscal matters, including budgeting, general accounts, etc. May assist Executive Director with other business and administrative aspects of the CAC. >Typically requires a Bachelor's degree in accounting, finance, business administration, or related field and previous experience.

Assistant Director

Assists with management of the CAC including supervision of staff, programs, finances and/or facilities.

Executive Director/CEO

Leads all operations of the CAC.

Wages

Child Forensic Interviewer Specialist	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$16.08	\$20.67	\$9.00	19	30
Level 2 (3-5 yrs)	\$18.40	\$21.90	\$15.00	14	16
Level 3 (6+ yrs)	\$21.93	\$28.85	\$17.50	19	27

Therapist/Mental Health Provider - Non-Licensed	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$18.05	\$20.30	\$15.93	5	6
Level 2 (3-5 yrs)	\$20.92	\$30.00	\$18.14	4	4
Level 3 (6+ yrs)	N/A	N/A	N/A	N/A	N/A

Therapist/Mental Health Provider - Licensed	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$18.41	\$21.63	\$16.64	5	6
Level 2 (3-5 yrs)	\$18.91	\$23.08	\$14.40	9	12
Level 3 (6+ yrs)	\$24.43	\$29.88	\$16.83	12	13

Victim/Family Advocate Coordinator I (No degree required)	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$14.50	\$22.72	\$10.00	14	19
Level 2 (3-5 yrs)	\$14.88	\$18.75	\$10.00	5	6
Level 3 (6+ yrs)	\$16.26	\$18.22	\$14.90	4	4

Victim/Family Advocate Coordinator II (Bachelors degree required)	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$14.87	\$19.23	\$10.50	11	12
Level 2 (3-5 yrs)	\$15.15	\$17.70	\$10.50	10	11
Level 3 (6+ yrs)	\$19.11	\$24.41	\$15.00	10	15

Intervention and Clinical Department Director	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	N/A	N/A	N/A	N/A	N/A
Level 2 (3-5 yrs)	N/A	N/A	N/A	N/A	N/A
Level 3 (6+ yrs)	\$26.90	\$37.52	\$20.50	5	6

Receptionist	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$11.08	\$14.56	\$9.47	8	8
Level 2 (3-5 yrs)	N/A	N/A	N/A	N/A	N/A
Level 3 (6+ yrs)	\$12.48	\$15.00	\$8.00	4	4

Administrative Assistant	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	N/A	N/A	N/A	N/A	N/A
Level 2 (3-5 yrs)	\$13.88	\$18.97	\$10.84	7	7
Level 3 (6+ yrs)	\$15.66	\$24.00	\$11.00	10	10

Prevention/Community Education Coordinator I (No degree required.)	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$14.93	\$20.00	\$13.50	5	5
Level 2 (3-5 yrs)	N/A	N/A	N/A	N/A	N/A
Level 3 (6+ yrs)	N/A	N/A	N/A	N/A	N/A

Prevention/Community Education Coordinator II (Bachelor's degree required.)	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	\$16.21	\$18.00	\$12.00	6	7
Level 2 (3-5 yrs)	\$15.68	\$17.25	\$12.50	5	5
Level 3 (6+ yrs)	N/A	N/A	N/A	N/A	N/A

Development Director	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	N/A	N/A	N/A	N/A	N/A
Level 2 (3-5 yrs)	\$20.50	\$30.00	\$12.00	6	6
Level 3 (6+ yrs)	\$29.37	\$38.00	\$20.67	4	4

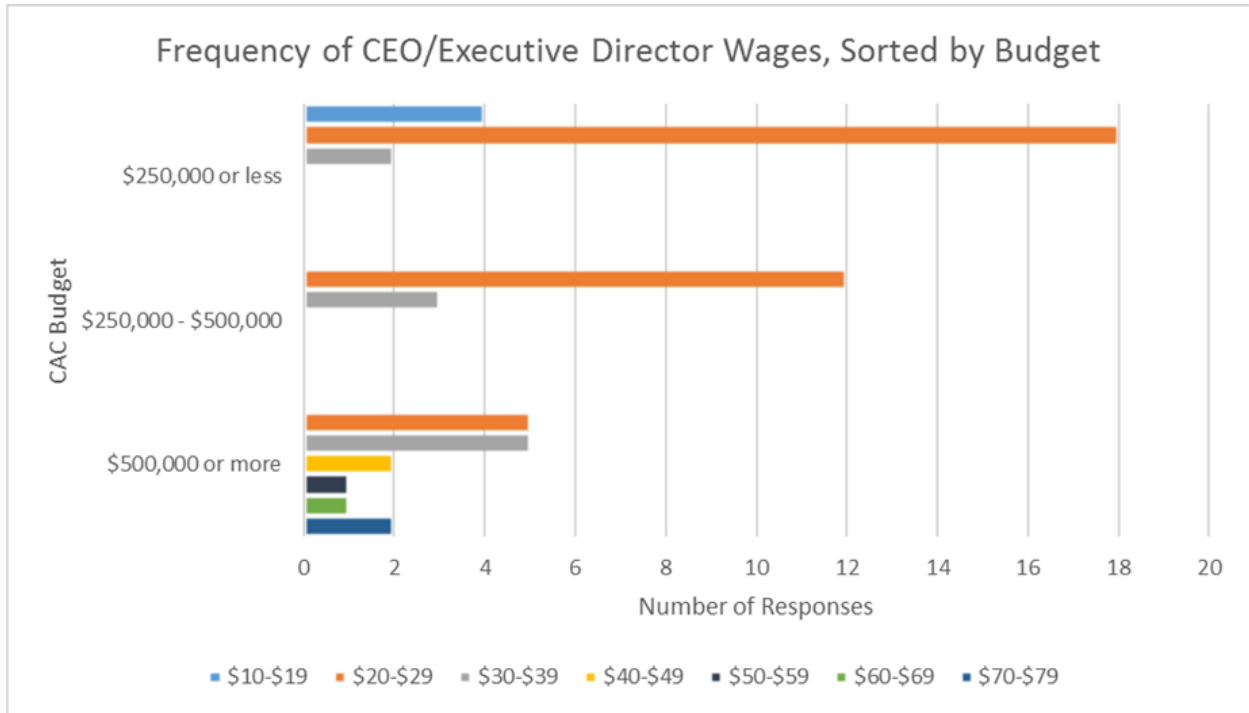
Finance or Business Manager	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	N/A	N/A	N/A	N/A	N/A
Level 2 (3-5 yrs)	N/A	N/A	N/A	N/A	N/A
Level 3 (6+ yrs)	\$19.49	\$26.36	\$12.98	7	7

Assistant Director	Avg	High	Low	Number of Responses	Total Employees in Position
Level 1 (0-2 yrs)	N/A	N/A	N/A	N/A	N/A
Level 2 (3-5 yrs)	N/A	N/A	N/A	N/A	N/A
Level 3 (6+ yrs)	\$21.93	\$27.09	\$15.75	8	8

Executive Director/CEO

For Executive Director only, we sorted by CAC budget to illustrate any correlations between budget size and pay rate. CAC's with budgets of \$500,000 or more were combined into one group due to small sample size.

Executive Director/CEO Sorted by Budget	Avg	High	Low	Number of Responses	Total Employees in Position
\$250,000 or less	\$23.12	\$31.25	\$13.55	24	24
\$250,000 - \$500,000	\$25.93	\$30.77	\$21.63	15	15
\$500,000 or more	\$42.01	\$78.56	\$24.62	16	16



Benefits

Paid Time Off

Provided Paid Time Off	Average Days	Total Responses
Paid Holidays	10.32	57
Vacation for First Year of Employment	9.75	51
Vacation After 5 Years of Employment	16.03	53
Vacation After 10 Years of Employment	19.81	54
Paid Sick Days	9.53	48

Do you allow employees to use paid sick leave to care for sick family members?	Total
Yes, for children, spouse, parents and other family members	35
Yes, for children and spouse only	19
No	2

Provided General PTO Only	Average Days	Total Responses
For the first year	18.8	6
After 5 years	24.2	6
After 10 years	25.8	6

Insurance

Benefits Offered	Yes	No
Do you offer health insurance? (*see Tables 1.1 and 1.2 below)	34	24
Do you provide mental health benefits to your employees? (*see Table 2.1 below)	20	38
Do you offer dental insurance?	23	33
If so, does the organization pay for all or part of the dental premiums?	15	7
Do you offer life insurance?	18	38
If so, does the organization pay for all or part of the life insurance premiums?	14	4
Do you offer vision insurance?	18	38
If so, does the organization pay for all or part of the vision premiums?	10	8
Do you offer short-term disability?	14	44
If so, does the organization pay for all or part of the short-term disability premiums?	6	8
Do you offer long-term disability?	11	45
If so, does the organization pay for all or part of the long-term disability premiums?	4	6

Tables 1.1 and 1.2: Health Insurance

Table 1.1: If you provide health insurance, what percentage of the monthly premium does the organization cover for <u>individual</u> employee coverage?	Total Responses
100%	17
75-99%	7
50-74%	3
25-49%	2
1-24%	1
0%	0

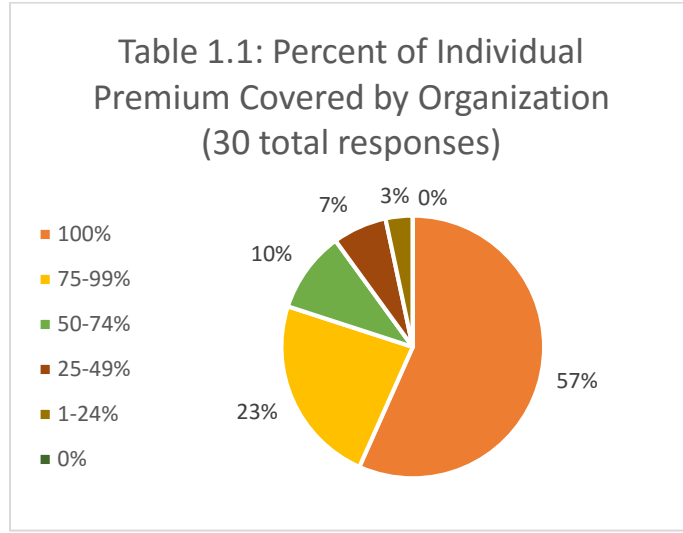


Table 1.2: If you provide health insurance, what percentage of the monthly premium does the organization cover for <u>family</u> coverage?	Total Responses
100%	1
75-99%	3
50-74%	1
25-49%	1
1-24%	0
0%	23

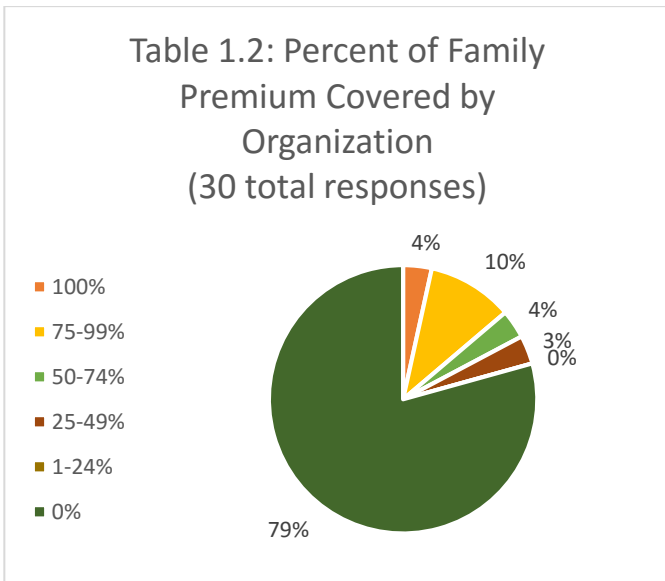
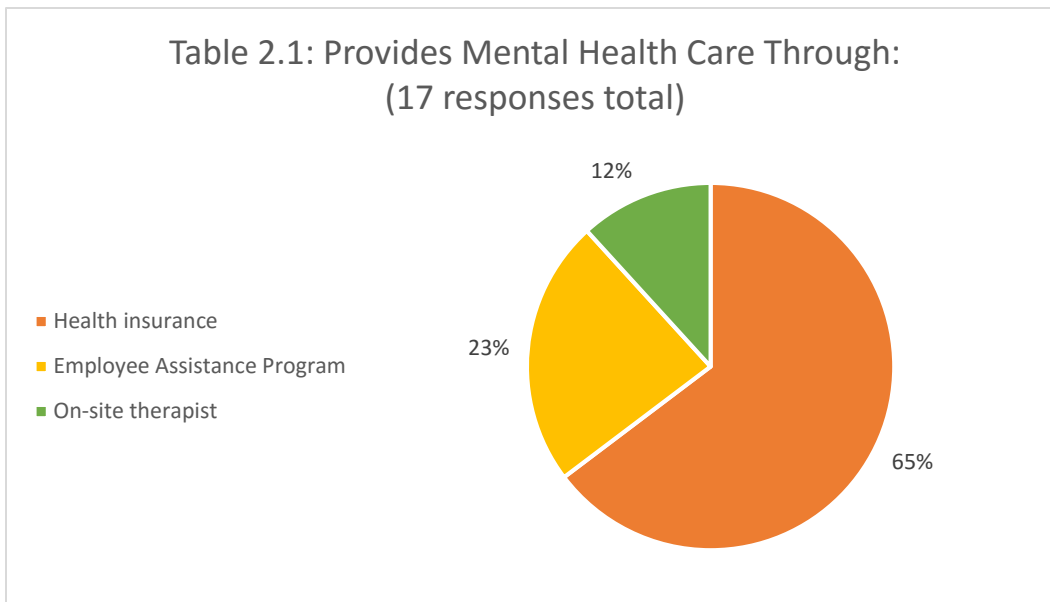


Table 2.1: Mental Health Care

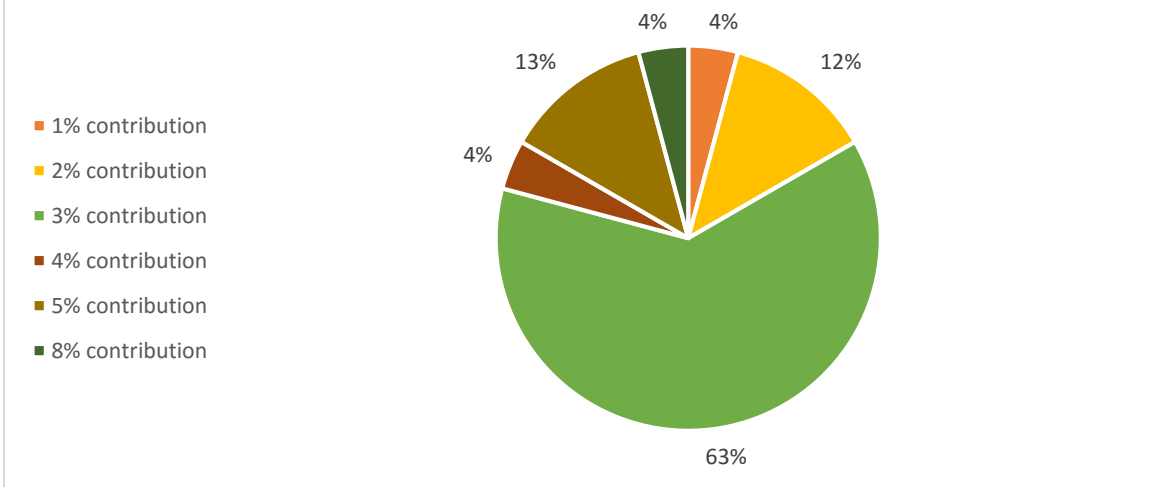
Table 2.1: If you provide mental health care, describe the type of benefits you offer	Total Responses
Provided via health insurance	11
Employee Assistance Program	4
On-site therapist	2



Retirement

Benefits Offered	Yes	No
Do you offer a 403(b), 401(k) or similar retirement savings plan?	34	24
If so, does the organization contribute to the retirement savings account? (*See Table 3.1 below)	27	7
Do you offer a pension?	9	49

Table 3.1: Maximum Percentage Contributed to
Employees' Retirement Account
(24 Responses; **Average Contribution Equals 3.29%**)



Salary and Merit Increase

Benefits Offered	Yes	No
Do you typically give an annual increase in salary for all employees? (For those who responded yes, the average of the last increase given was 3.0%)	27	31
Do you typically give a cost of living increase for all employees? (For those who responded yes, the average of the last increase given was 3.0%)	9	49
Does your organization have a formal employee merit review process? (*see Merit Review section below) (For those who responded yes, the average of the last merit increase given was 3.28%)	30	28

Merit Reviews

In the comments section, respondents almost unanimously stated that merit increases, if provided, were tied to measured performance. Many of the respondents included the following in their review process:

- Setting specific goals for employees and revisiting the goals at a later date to see if they were met.
- Using scales to rate performance.
- Linking the review process to the company's strategic goals.
- Encouraging employees to self-evaluate.

A few specifics mentioned:

"The review process has been incorporated with our strategic plan and each employee reviews with the supervisor performance based on strategic plan for their role."

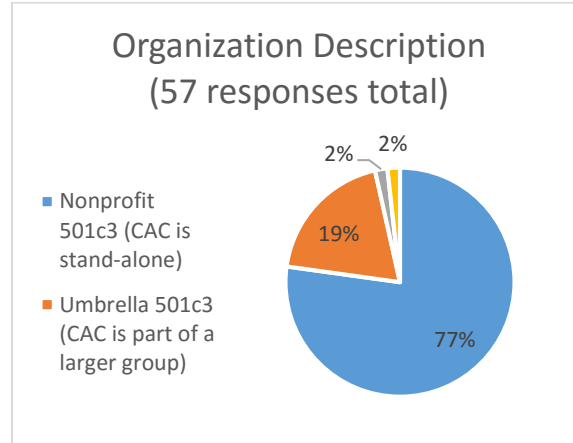
"Program Director and Executive Director conduct annual performance reviews with staff. Staff must fill out their portion about any needs they have to better perform their job and their short term and long range goals."

"Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals."

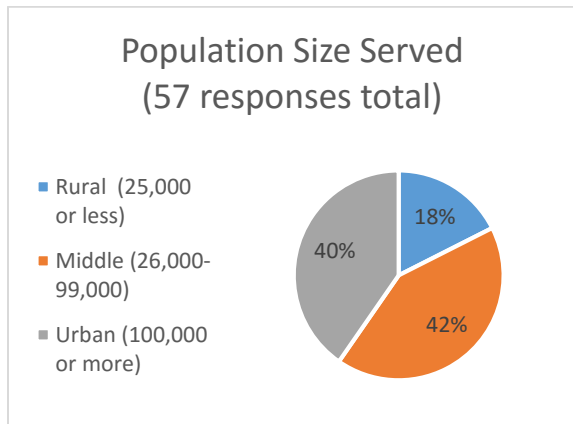
"We use a formal review that addresses all areas of job evaluation and uses a Likert scale to rate performance and areas to write additional comments and document goals and objectives."

Demographics

Description	#
Nonprofit 501c3 (CAC is stand-alone)	44
Umbrella 501c3 (CAC is part of larger group)	11
Hospital based	1
Government based	1



Population Size Served	# of responses
Rural (25,000 or less)	10
Middle (26,000-99,000)	24
Urban (100,000 or more)	23



Budget Ranges	# of responses
\$250,000 or less	25
\$250,000 - \$500,000	16
\$500,000 - \$1,000,000	12
\$1,000,000 or more	4

