

MHA/CSA SALARY SURVEY OF PRPs and OMHCs
September 2009

The MHA regulations in COMAR 10.21.17.06A(2) require all community mental health programs to submit wage and other financial information annually to MHA. The first survey page requests information on 3 agency executive staff and 3 PRP-related staff. Listed below are the definitions of these positions. The information should reflect salaries in effect for FY2008. Note that for each position, information is needed on both salaries and fringe benefits. If your agency does not have a particular position comparable to the description, leave blank. *Fringe is defined as agency-paid FICA + unemployment insurance + health insurance + disability + life insurance + retirement-pension funds. Because fringe packages differ from agency to agency, we're asking for fringe as a percentage of salary (estimate if necessary).* If *bonuses* are a regular feature of compensation in your agency, please build bonuses into salary figures by whatever method is reasonable for you; for example, if you plan to pay bonuses that equate to a 2% average supplement for each employee (even if each employee doesn't get a bonus), add that 2% to the salary figures (use your best estimates and judgment here).

Vacancy rate: The vacancy rate should be calculated as of some fixed point in time, preferably the end of the fiscal year. It is calculated by dividing the number of vacancies by the number of budgeted positions.

The second survey page is information about OMHC positions.

The salary data requested is the actual average salary paid for a full time person in the position, and the range of salary for the position. The average salary paid in FY 2008 for all employees in the particular position, along with the number of Full Time Equivalent (FTE) staff in the job category, are required. If employees are paid on an hourly or service basis please provide an estimate of the average amount paid for one full time equivalent employee, along with an estimate of the number of FTEs in the position.

Response is now a regulatory requirement so please take some time to complete this form and return it to MHA by **October 30, 2009**. The results of the survey will be shared in **summary form only**. MHA/CSRRC *will not release specific salary information about your agency*. **Electronic submission in Excel format is required**. The forms can be downloaded from: Value Options, www.maryland.valueoptions.com, or the MHA's, www.dhmh.state.md.us/mha/ websites.

Do not alter the format of these forms as that makes it difficult to combine the data. Thank you for your support of this effort.

Position: Executive Director/CEO/President¹

This full time position is the key staff position of leadership in the organization. The person holding this position reports to the Board of Directors and usually has a contract of employment. Qualifications: usually requires a master's degree in mental health or related field and work experience within the mental health field including several years of supervisory experience. Responsibilities include: assess program on a routine basis; develop and implement a strategic plan for the agency; identify appropriate funding sources, among other fiduciary responsibilities; participate in community organizations; advocate for advancement of the human service delivery system; provide overall leadership within the agency and between agency and external constituencies.

Position: Chief Financial Officer¹

This full time position is the key person responsible for the fiscal management of the organization. The person holding this position reports to the Executive Director/President/CEO of the organization. Qualifications: usually requires a bachelor's degree in business administration or accounting with experience in supervision of staff. Responsibilities include: supervise all aspects of the financial

functioning of the agency; hire, supervise and evaluate accounting staff; prepare and monitor annual budget; ensure timely and accurate reports to all Federal, State and local entities and the agency Board of Directors; oversee management information hardware and/or software; may also oversee facility/property needs.

Position: Chief Operating Officer¹

This full time position is generally the lead staff position in managing the day-to-day operations of larger organizations as delegated by the CEO. The person holding this position reports to the Executive Director/President/CEO. Qualifications: usually requires at least a bachelor's degree and senior management experience. Responsibilities include: supervise key financial, human resource, clinical and related leadership staff; develop and carry out protocols for effective management and problem resolution processes; execute other leadership roles as delegated by the CEO.

1 for these positions, if your agency is a multistate or multimission organization, report the salary of the CEO, CFO, and COO of your Maryland operation if possible or your Maryland mental health operation.

Position: Program Manager/Director

This full time position directs and monitors the daily operations of a **PRP-related** program such as residential services, on-site rehabilitation services, vocational services, etc. The person holding this position may report to the Executive Director/President/CEO of the organization or another senior management staff position. Qualifications: usually requires at least a bachelor's degree in mental health or a related field, more than two (2) years experience in the mental health services delivery or related field and supervisory experience. Responsibilities include: supervise senior staff including interviewing, hiring, evaluations and scheduling; oversee quality management activities; oversee the development and implementation of client IRPs; monitor the management of crisis situations involving clients; ensure that all necessary client information is documented accurately and submitted to the appropriate staff in a timely manner; develop and monitor annual budget for program; develop and monitor programmatic goals; assure compliance with all regulations governing the program; assure standards and regulations are maintained relating to safety and cleanliness and assure all clients' human, civil and legal rights are protected; conduct training.

Position: Senior Supervisor

This full time position supervises front-line staff in a particular **PRP-related** program, serves as support team leader, and otherwise assists the Manager in the development of the program in accordance with agency goals and consumer needs. The position usually reports to the Program Director. Qualifications: usually requires at least a bachelor's degree in mental health or related field plus one year supervisory experience including interviewing, selection, and performance evaluations. Responsibilities include: supervise direct care staff; oversee client activities; manage program activities; and ensure standards and regulations are maintained relating to service delivery, staff training and safety; and assure client rights are protected.

Position: Rehabilitation Specialist/Rehabilitation Counselor

This full time position provides direct rehabilitation services (vocational, residential, or PRP) and other support services to clients participating in the **PRP-related** program. The person holding this position may report to a program supervisor or another senior management staff position. Qualifications: usually requires a bachelor's degree in mental health or a related field although not required by regulations. Responsibilities include: provide direct services to clients; develop functional assessments and environmentally specific skill development plans; plan, facilitate, and evaluate the effectiveness of skill groups and activities; plan services with individual clients e.g. as part of a community support team; maintain and monitor clients' use of medication utilizing the medication monitoring system; implement client IRPs; provide ongoing support, counseling and crisis intervention; provide opportunities for community integration and outreach services to clients; write monthly progress notes and reviews of clients as required; and assure standards and regulations are maintained relating to service delivery and

safety and assure clients' rights are protected.

Please return all completed forms to MHA by **October 30, 2009**

Please address questions to: Stacey Diehl or Lisa Bosley, (410) 402-8300

Return surveys to: adultservices@dhmh.state.md.us

The survey forms can also be downloaded from the MHA website, www.dhmh.state.md.us/mha/, or ValueOptions' website, www.maryland.valueoptions.com, and submitted as e-mail attachments (Excel spreadsheets) to: adultservices@dhmh.state.md.us.

Do not alter the format of these forms as that makes it difficult to combine the results.

MHA and CSRRC would like to thank CBH, Inc. for permission to use its survey forms as the basis of this survey.