Inform USA I&R Salary Survey 2024

Now, through August, Inform USA is collecting data for the 2024 Salary Survey. The resulting report will provide information about what the compensation and benefits are for key positions in Information and Referral (I&R) programs across the US.

We strongly recommend that this survey be completed by someone at the executive director level or with access to current payroll and benefits information. Please submit only one response per organization.

All the information you provide will be kept strictly confidential and will be reported only in aggregate. Agencies that submit a completed survey will receive a FREE copy of the Salary Survey when published (a $74.99 value with member pricing). The survey will take approximately 20 minutes to complete. This small investment in time provides critical data to move the sector forward by advocating for the funding and resources necessary for I&R programs.

Due date: **End-of-day August 30, 2024**

* 1. Profile (This information is being collected to validate the data. It will be kept strictly confidential.)

I&R Program Name

Organization Name

City/Town

2. State

* 3. Which of the following most closely describes your organization and/or I&R focus?

- ○ 211
- ○ 311
- ○ 988
- ○ Area Agency on Aging (AAA)
- ○ Aging and Disability Resource Center (ADRC)
- ○ Blended Crisis/211
- ○ Blended Crisis/Information & Referral (non 211)
- ○ Community Information Exchange (CIE)
- ○ Comprehensive Information and Referral (non 211)
- ○ Government Department or Entity
- ○ Specialized Information and Referral - Aging
- ○ Specialized Information and Referral - Disabilities
- ○ Specialized Information and Referral - Health
- ○ Specialized Information and Referral - Military
- ○ Specialized Information and Referral - Children/youth
- ○ Specialized Information and Referral - Other
- ○ United Way
- ○ Other (please specify)

[   ]

* 4. How would you describe your service area?

- ○ Statewide
- ○ More than one state
- ○ Regions or counties within a state
- ○ A single county
- ○ Other (please specify)

[   ]

* 5. Do you operate a 2-1-1 service?

- ○ Yes
- ○ No

6. Do you operate a 9-8-8 service?

- ○ Yes
- ○ No

* 7. Enter your entire I&R operating budget for the current fiscal year.

[   ]

* 8. Enter your I&R budget for base salaries/bonuses/commission/deferred compensation for the current fiscal year:

[   ]

* 9. What is the total number of **full-time equivalent** employees in your **entire organization?** (For example, if the I&R is part of a local United Way; how many employees work for the United Way)

[   ]

* 10. What is the total number of **full-time equivalent I&R employees** in your organization? (Please count all paid employees that support the I&R service and are included within the organization's I&R budget. In some cases, this will be the same number as in Question 3).

[   ]

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I&R Manager / Director

For our purposes, the I&R Manager /Director is the staff person with direct overall responsibility for the I&R services and staff. (In some cases, this might be the agency Executive Director; in others, the I&R Manager).

* 11. Does your organization have a position for an I&R Manager or Director?

○ Yes
○ No

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I&R Manager / Director (2)

Instructions:
• FULL-TIME EQUALS 30+ HOURS PER WEEK.
**• If two or more people occupy the same position, provide the information for the
highest paid person.**
**• If staff act in a number of capacities, report on the position in which they spend
the majority of their time (more than 50%).**

12. What is the I&R Manager's title within your organization?

[   ]

13. Please indicate the type of employment for the I&R Manager:

○ Full-time, Salary

○ Full-time, Contract

○ Full-time, Hourly

○ Part-time, Hourly

○ Part-time, Contract

○ Other (please specify)

[   ]

14. If this position is paid hourly, what is the hourly rate?

[   ]

15. If this position is salaried or contract, what is the BASE compensation as of March 1 this
year? (excluding any benefits). If this position offers a salary range, please enter the highest
salary this position can be paid.

[   ]

16. How many staff are in this position?

[   ]

I&R Call Center Manager or Supervisor

**For our purposes, the Call Center Manager or Supervisor is the staff person with
overall responsibility for the staff that take calls or otherwise interact directly with
people.**

* 17. Does your organization have a position for an I&R Call Center Manager or Supervisor?

○ Yes

○ No

I&R Call Center Manager or Supervisor (2)

Instructions:
• **FULL-TIME EQUALS 30+ HOURS PER WEEK.**
• **If two or more people occupy the same position, provide the information for the highest paid person.**
• **If staff act in a number of capacities, report on the position in which they spend the majority of their time (more than 50%).**

18. What is the Call Center Manager's title within your organization?

[   ]

19. Please indicate the type of employment for the Call Center Manager:

○ Full-time, Salary

○ Full-time, Contract

○ Full-time, Hourly

○ Part-time, Hourly

○ Part-time, Contract

○ Other (please specify)

[   ]

20. If this position is paid hourly, what is the hourly rate?

[   ]

21. If this position is salaried or contract, what is the BASE compensation as of March 1 this year? (excluding any benefits). If this position offers a salary range, please enter the highest salary this position can be paid.

[   ]

22. How many staff are in this position?

[   ]

I&R Resource Manager

For our purposes, the Resource Manager is the staff person with overall responsibility for database curation functions and staff.

* 23. Does your organization have a position for an I&R Resource Manager?

◯ Yes

◯ No

I&R Resource Manager (2)

Instructions:

• **FULL-TIME EQUALS 30+ HOURS PER WEEK.**

• **If two or more people occupy the same position, provide the information for the highest paid person.**

• **If staff act in a number of capacities, report on the position in which they spend the majority of their time (more than 50%).**

24. What is the Resource Manager's title within your organization?

[   ]

25. Please indicate the type of employment for the Resource Manager:

◯ Full-time, Salary

◯ Full-time, Contract

◯ Full-time, Hourly

◯ Part-time, Hourly

◯ Partt-ime, Contract

◯ Other (please specify)

[   ]

26. If this position is paid hourly, what is the hourly rate?

[   ]

27. If this position is salaried or contract, what is the BASE compensation as of March 1 this year? (excluding any benefits). If this position offers a salary range, please enter the highest salary this position can be paid.

[   ]

28. How many staff are in this position?

[   ]

Community Resource Specialist

For our purposes, the Community Resource Specialist is the person directly interacting with clients.

* 29. Does your organization have a position for Community Resource Specialist?

◯ Yes

◯ No

Community Resource Specialist (2)

Instructions:
• FULL-TIME EQUALS 30+ HOURS PER WEEK.
• If two or more people occupy the same position, provide the information for the highest paid person.
• If staff act in a number of capacities, report on the position in which they spend the majority of their time (more than 50%).

30. What is the Community Resource Specialist's title within your organization?

[   ]

31. Please indicate the type of employment for the Community Resource Specialist:

◯ Ful-time, Salary

◯ Full-time, Contract

◯ Full-time, Hourly

◯ Part-time, Hourly

◯ Part-time, Contract

◯ Other (please specify)

[_____]

32. If this position is paid hourly, what is the hourly rate?

[_____]

33. If this position is salaried or contract, what is the BASE compensation as of March 1 this year? (excluding any benefits). If this position offers a salary range, please enter the highest salary this position can be paid.

[_____]

34. How many staff are in this position?

[_____]

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Database Curator

For our purposes, the Database Curator is the person who manages the community resource information in a database.

* 35. Does your organization have a position for a Database Curator?

◯ Yes

◯ No

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Database Curator (2)

Instructions:
• FULL-TIME EQUALS 30+ HOURS PER WEEK.
• If two or more people occupy the same position, provide the information for the highest paid person.
• If staff act in a number of capacities, report on the position in which they spend the majority of their time (more than 50%).

36. What is the Database Curator's title within your organization?

[   ]

37. Please indicate the type of employment for the Database Curator:

○ Full-time, Salary

○ Full-time, Contract

○ Full-time, Hourly

○ Part-time, Hourly

○ Part-time, Contract

○ Other (please specify)

[   ]

38. If this position is paid hourly, what is the hourly rate?

[   ]

39. If this position is salaried or contract, what is the BASE compensation as of March 1 this year? (excluding any benefits). If this position offers a salary range, please enter the highest salary this position can be paid.

[   ]

40. How many staff are in this position?

[   ]

Salary Increases

* 41. What percentage of <u>eligible</u> staff on your team hold an Inform USA Certification?

[   ]

* 42. Does your organization offer a pay increase or other incentives for employees that become Inform USA Certified?

○ Yes, an increase in salary

○ Yes, a one time bonus

○ No

○ Other (please specify)

[   ]

* 43. Does your organization offer a higher starting salary for new hires who are already Inform USA Certified?

○ Yes

○ No

○ Other (please specify)

[   ]

* 44. In the current fiscal year, has your organization already granted or planned to grant any of the following types of salary increases for employees? (Check all that apply)

☐ Merit increases (an increase in pay as a result of excellent work)

☐ Promotional increases (an increase in pay as a result of a higher position)

☐ Increase to align with minimum salary grades

☐ Incentive plan based increases

☐ Length of service increases

☐ Cost of living increases

☐ None of the above

* 45. What is the primary determinant of salary increases for employees?

○ Job performance

○ Budgeted percentage

○ Organization's fiscal standing

○ Market adjustments

○ Inflation

○ Grant funding / fundraising

○ Other (please specify)

[   ]

46. Compared to last year, how has your organization's budget for salary increases changed?

○ Budget increased

○ Budget decreased

○ Stayed about the same

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Benefits

* 47. Does your organization offer any of the following benefits to full-time employees? (check all that apply)

☐ Paid Time Off

☐ Retirement Plan

☐ Medical Insurance

☐ Health Insurance

☐ Supplemental Disability or Life Insurance

☐ Employee Assistance Program

☐ Financial Planning Services

☐ Other (please specify)

[   ]

48. If your organization has a benefits package, what is its approximate value in relation to gross salary?

○ Up to 5%

○ Between 6% and 10%

○ Between 11% and 15%

○ Between 16% and 20%

○ Between 21% and 29%

○ Over 30%

* 49. If you provide professional development assistance, how do you budget for those expenses?

○ We have a set dollar amount available per employee

○ We have an overall budget amount for all employees

○ We do not budget, but approve expenses as needed

○ Other (please specify)

[   ]

50. If professional development expenses are budgeted, what is the amount budgeted:

Overall for the
organization: [   ]

Per employee   [   ]

Office Location and Remote Work/Hiring

* 51. What is your organization's work location strategy/policy?

○ Flexible/Hybrid

○ Fully Remote

○ No remote work allowed

○ Other (please specify)

[   ]

Flexible/Hybrid Work

* 52. How many days per week do you require staff to be in office?

○ 1 day

○ 2 days

○ 3 days

○ 4 days

○ Require days per month, not per week

○ Other (please specify)

[   ]

* 53. Does your organization: (Check all that apply.)

☐ Have a set day(s) of the week or month that all staff must come into the office

☐ Allow departments to set their own "in-office" schedule

☐ Allow employees to select which day(s) they come into the office

☐ Require in-person attendance at all-staff meetings

☐ Have different policies based on job function

☐ Have different policies based on job level

☐ Have downsized your office space or will downsize your office space in the future

☐ Limit the states in which employees can be hired because of state-specific hiring requirements/regulations

☐ Provide fully remote workers with a stipend or paid travel to attend meetings at a physical office location

☐ None of the above

* 54. For full-time remote staff, does your organization: (Check all that apply)

☐ Compensate employees based on the cost of living in the organization office location(s) or mailing address?

☐ Adjust compensation based on the cost of living in the state or region where employee is domiciled?

☐ Other (please specify)

[   ]

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Budget

* 55. For 2024, which of the following best describes your I&R budget situation?

◯ Increase over 2023

◯ About the same as 2023

◯ Decrease from 2023

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Decrease for 2024

56. If your answer to the previous question indicated that your I&R budget will DECREASE in 2024, approximately how much will that decrease be? (Note that this is a confidential survey and the results will be aggregated so no individual response will be shown)

◯ Under 5%

◯ Between 6% and 10%

◯ Between 11% and 15%

◯ Between 16% and 25%

◯ Between 26% and 49%

◯ Over 50%

Increase for 2024

57. If your answer to the previous question indicated that your I&R budget will INCREASE in 2024, approximately how much will that increase be? (Note that this is a confidential survey and the results will be aggregated so no individual response will be shown)

- ◯ Under 5%
- ◯ Between 6% and 10%
- ◯ Between 11% and 15%
- ◯ Between 16% and 25%
- ◯ Between 26% and 49%
- ◯ Over 50%

Staffing

* 58. For 2024, are you already or do you plan to LAY-OFF or ADD I&R staff?

- ◯ We will have LESS staff than last year
- ◯ We will have MORE staff than last year
- ◯ We will have the same staffing as last year

Less Staff

59. If your answer for the previous question indicated that your I&R service will have LESS staff, approximately how many full-time positions will be eliminated?

○ 1

○ 2-3

○ 4-5

○ 6-10

○ 11+

More Staff

60. If your answer for the previous question indicated that your I&R service will have MORE staff, approximately how many full-time positions will be added?

○ 1

○ 2-3

○ 4-5

○ 6-10

○ 11+

2025 Budget

61. Looking ahead to 2025, how are you feeling with regard to the funding of your I&R program?

○ Extremely confident

○ Very confident

○ Somewhat confident

○ Not so confident

○ Not at all confident

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Thank you!

62. Are there other questions you would like to see asked in future versions of this survey?

63. Any final comments you would like to add?