

2023 Chautauqua County

# Nonprofit Salary & Benefits Survey



THE CAPACITY LAB



## 2023 Chautauqua County Nonprofit Salary & Benefits Survey

### Why Us & Why Now

The Capacity Lab is a coalition of six foundations across Chautauqua County, including the Northern Chautauqua Community Foundation, the Chautauqua Region Community Foundation, the United Way of Northern Chautauqua County, the United Way of Southern Chautauqua County, the Ralph C. Sheldon Foundation, and the Winifred Crawford Dibert Foundation. These six foundations created The Capacity Lab with the mission of creating a centralized entity that could align resources and create collaborative strategies to strengthen the Chautauqua County nonprofit sector.

In pursuit of that mission, The Capacity Lab decided to conduct outreach and data collection for this salary survey in 2022, with the goal of providing relevant and up-to-date information on the compensation of key leadership and staffing positions within the local nonprofit sector. Many of our partners have reported difficulties with hiring and retaining professional positions within their organizations over the past year. By providing benchmark salary and benefit figures, we are aiming to help organizations build budgets, strategic plans, and fundraising asks that more accurately incorporate the current costs of various positions, as reported by similarly-sized organizations in our geographic area, with the intention of making new and ongoing employment more successful.

The Capacity Lab is indebted in this effort to the past work of the staff of the United Way of Southern Chautauqua County, which has run salary surveys in the local nonprofit sector as recently as 2019. Given the impact of the pandemic and recent trends in inflation, it felt necessary to update their prior results, but we thank them for their generosity in sharing questions, templates, and communication strategies.



## County Context

According to the U.S. Census Bureau, Chautauqua County has approximately 126,027 residents. The median household income is \$50,408, with a per capita income of \$27,980. Of the county residents, approximately 17.2% (21,677) live in poverty. According to the Chautauqua Opportunities, Inc. (COI) 2023 Community Needs Assessment, another 13,485 individuals earn between 101-150% of the poverty level. Data from the United Way of Southern Chautauqua County shows that 28% of the county qualifies as Asset Limited Income Constrained Employed (ALICE), earning above poverty level wages, but below the average basic cost of living for the county. COI's 2023 Assessment estimates that, for a family of four, both parents would need to work full-time jobs earning at least \$23.17/hour each to reach the basic cost of living for their family. The current per capita income rate of \$27,980 would translate to a wage of around \$13.45/hour for a position that worked 40 hours per week.

## Who Responded?

Out of the approximately 150 nonprofit organizations in Chautauqua County, we received responses from 44 organizations, representing around 30% of the total. Of those that responded, 100% were organizations with at least one paid staff member, with annual budgets that surpassed \$100,000. 8 organizations (18%) are associated primarily with the north county; 16 (36%) organizations are associated primarily with the south county; and the remaining 20 organizations (45%) have a full county representation. We specifically asked for organizational leaders to take this survey, so respondents were either Executive Directors or Board officers. Executive Directors who responded have been in their position, on average, for 9 years, and have key staff who have been in their positions for an average of 7 years.

The median annual budget size of respondents was \$602,867, and the average was \$1,646,929 (the inclusion of several larger organizations brought the average significantly upwards – removing those for a moment gives a more representative overall average of \$820,592). As part of analyzing the data, organizations were broken into three categories based on annual budgets: less than \$500,000; \$500,000-\$1 million; and more than \$1 million. There were 18 organizations (41%) below \$500,000; 14 organizations (32%) between \$500,000 and \$1 million; and 12 organizations (27%) over \$1 million.



## **Salary Comparisons by Role and Budget Category**

The survey asked for respondents to provide information on the Executive Director and four key staff members, including: salary/wage, years of experience in that role, and whether the person was part-time or full-time. Five organizations from our list have either volunteer Executive Directors or did not provide this information, reducing the sample size for executive compensation to 39 respondents. A number of positions were reported as hourly rates instead of annual salaries – in those instances, the rate was converted to a salary based on an estimate of 20 hours per week for part-time positions and 40 hours per week for full-time positions, to make comparison possible.

All budget categories provided adequate data for comparison on program staff, education staff, and operations staff, but other categories were more varied. Only the <\$500,000 category provided substantial data on retail staff salaries, and only the \$500,000 - \$1 million category provided substantial data on development staff salaries, so analyses on those staff were only provided in those categories.



### Overall

ROLE	AVERAGE SALARY	MEDIAN SALARY
CEO/ED (n=39)	\$71,362	\$66,744
Program Staff (n=50)	\$39,940	\$40,988
Education Staff (n=16)	\$37,229	\$32,746
Operations Staff (n=40)	\$46,447	\$43,000

### <\$500,000 Budget

ROLE	AVERAGE SALARY	MEDIAN SALARY
CEO/ED (n=15)	\$49,889	\$51,480
Program Staff (n=18)	\$26,964	\$18,720
Education Staff (n=4)	\$16,952	\$17,160
Retail Staff (n=7)	\$20,263	\$18,720
Operations Staff (n=11)	\$29,414	\$25,000

### \$500,000-\$1 million Budget

ROLE	AVERAGE SALARY	MEDIAN SALARY
CEO/ED (n=13)	\$80,272	\$79,000
Program Staff (n=19)	\$48,629	\$50,000
Education Staff (n=7)	\$36,273	\$30,992
Development Staff (n=5)	\$61,562	\$68,000
Operations Staff (n=11)	\$46,255	\$43,000

### >\$1 million Budget

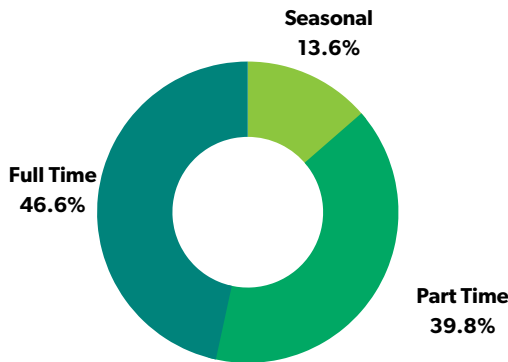
ROLE	AVERAGE SALARY	MEDIAN SALARY
CEO/ED (n=11)	\$90,114	\$72,500
Program Staff (n=13)	\$45,207	\$45,000
Education Staff (n=5)	\$54,788	\$39,520
Operations Staff (n=18)	\$56,975	\$51,821



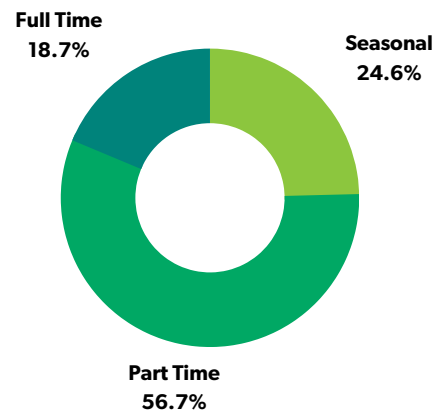
## Staff Size by Budget Category

Every organization that responded to the survey had paid staff. The median staff size for respondents was 12.5, and the average was 17. The following graphs show the percentages of full-time, part-time, and seasonal employees.

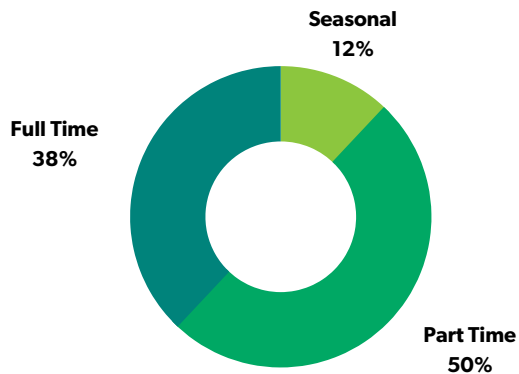
### Total Staff Proportion (Number of Employees)



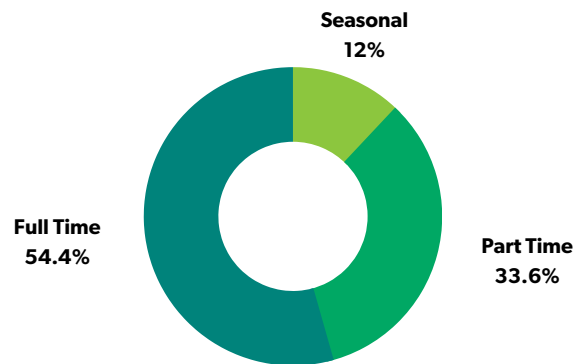
### <\$500,000 (Staff Proportions)



### \$500,000 - \$1 Million (Staff Proportions)



### >\$1 Million (Staff Proportions)

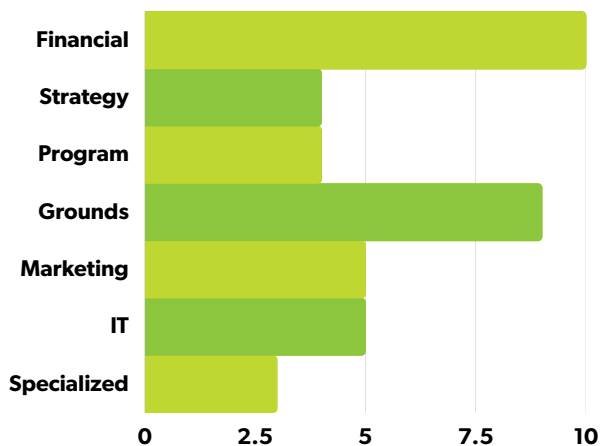




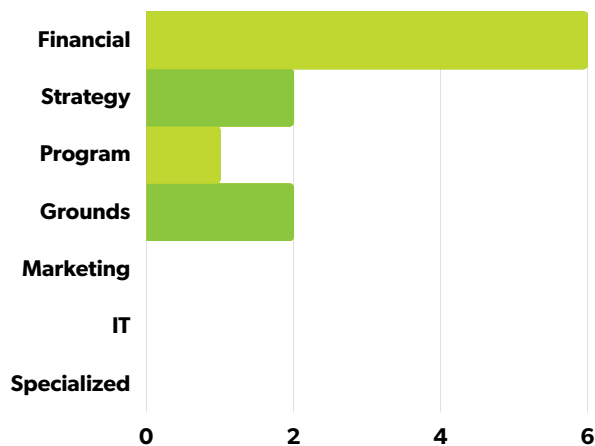
## Use of Consultants/Contractors

Roughly half of the surveyed organizations (52%) indicated that they had utilized a consultant or contractor within the past year. The most common uses were for financial reasons (for example, bookkeeping or grant-writing) or for buildings and grounds purposes (for example, general contractors or maintenance workers). The majority of projects were paid for through general operations budgets (51%) or by grants (34%), though a smaller number were accessed through restricted donations, capital campaigns, “train the trainer” programs, or donated services.

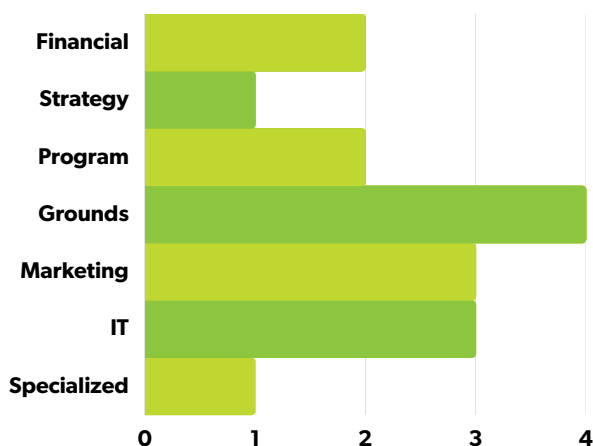
### Overall Consultant/ Contractor Use



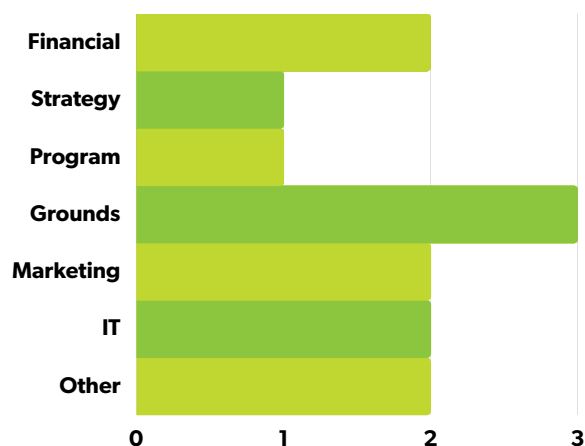
### <\$500,000 Consultant/ Contractor Use



### \$500,000 - \$1 Million Consultant/Contractor Use



### >\$1 Million Consultant/ Contractor Use





## Benefits Comparison

All of the organizations surveyed provided at least one type of benefit to their employees. 36 of 44 (~82%) provided some kinds of benefits for all staff, though in most cases full-time staff received more robust benefits than part-time staff. Only 6 out of 44 (~14%) provided the same benefits to all staff, regardless of hours worked. The survey asked about 15 benefit categories – of those, pensions were the least common benefit (~5%) and paid time off (PTO) was the most common benefit (~95%). Separately, we asked about the possibility of remote work or flexible/compressed scheduling as an option for staff. 28 organizations (~64%) have allowed remote work, and 33 organizations (75%) have allowed flexible and/or compressed scheduling.

19 out of 44 organizations (~43%) indicated that they had additional benefits beyond what we asked about. The most common additional benefits were disability coverage (5 orgs) and life insurance (9 orgs). Other benefits included cell phone reimbursement, staff lunches, flexible spending stipends, time for volunteering, and organizational discounts.

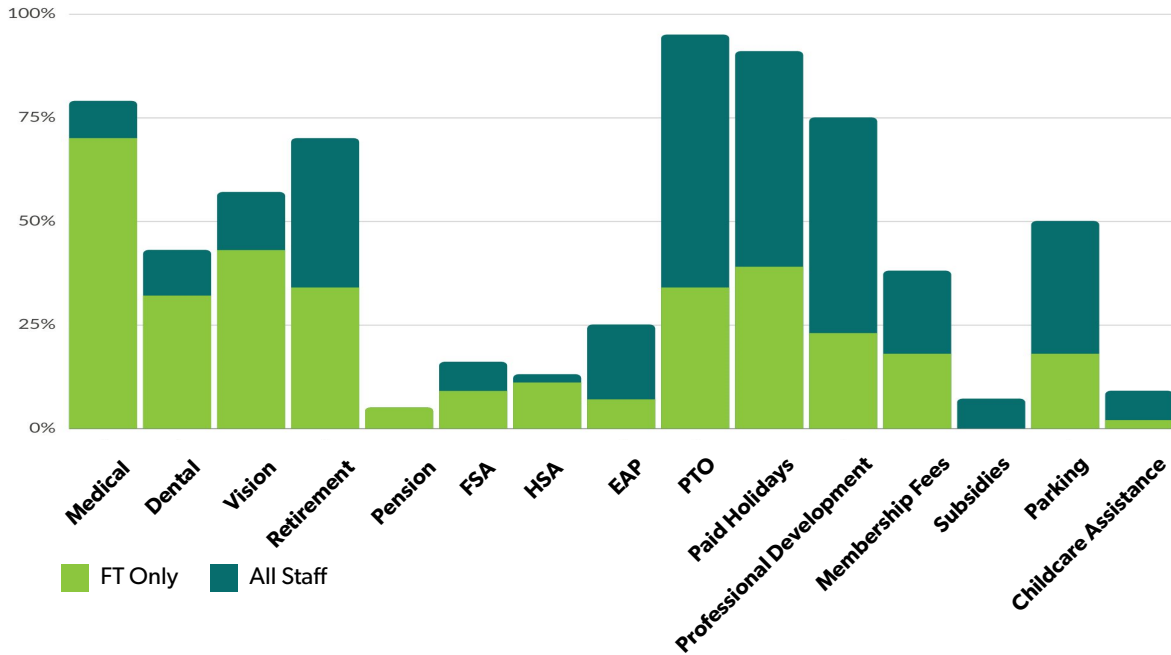
To avoid confusion with the acronyms or abbreviated terms used in the following graphs, here is a quick run-down of the categories used:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Any form of retirement account
- Pension
- Flexible Spending Account (FSA)
- Health Savings Account (HSA)
- Employee Assistance Program (EAP)
- Paid Time Off (PTO)
- Paid Holidays
- Professional Development Opportunities
- Professional Membership Fees Covered
- Transportation Fees Subsidized or Covered
- Parking Paid for or Provided
- Childcare Stipend or Provided

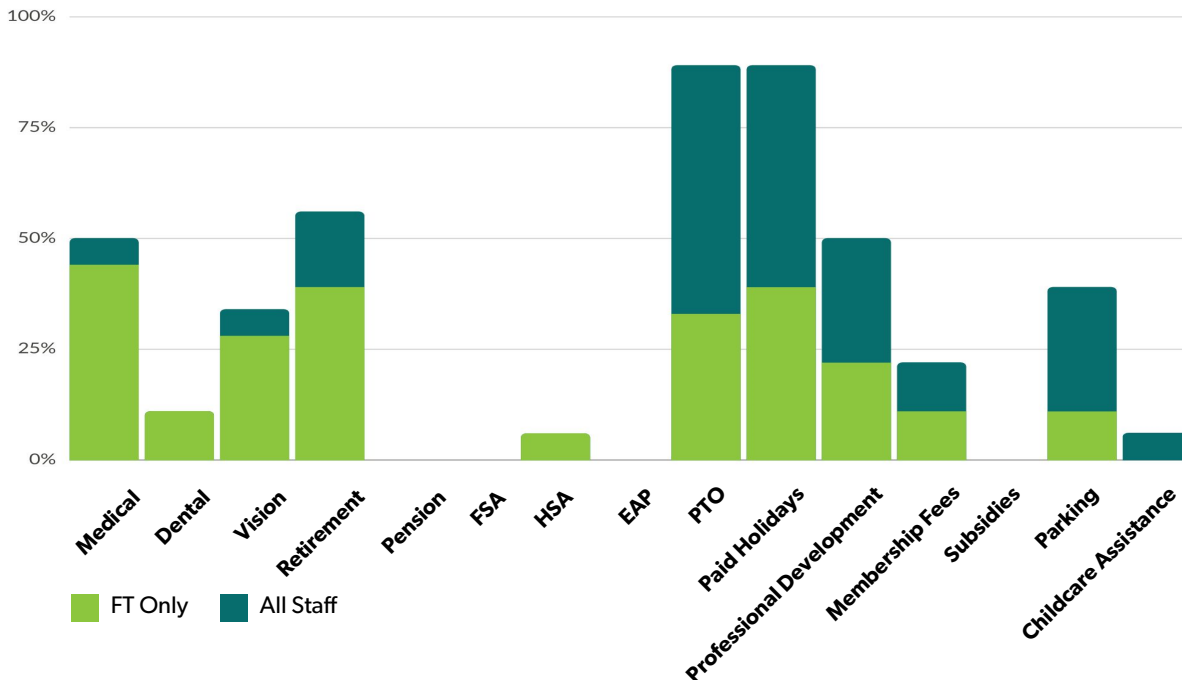




### Overall Nonprofit Benefits

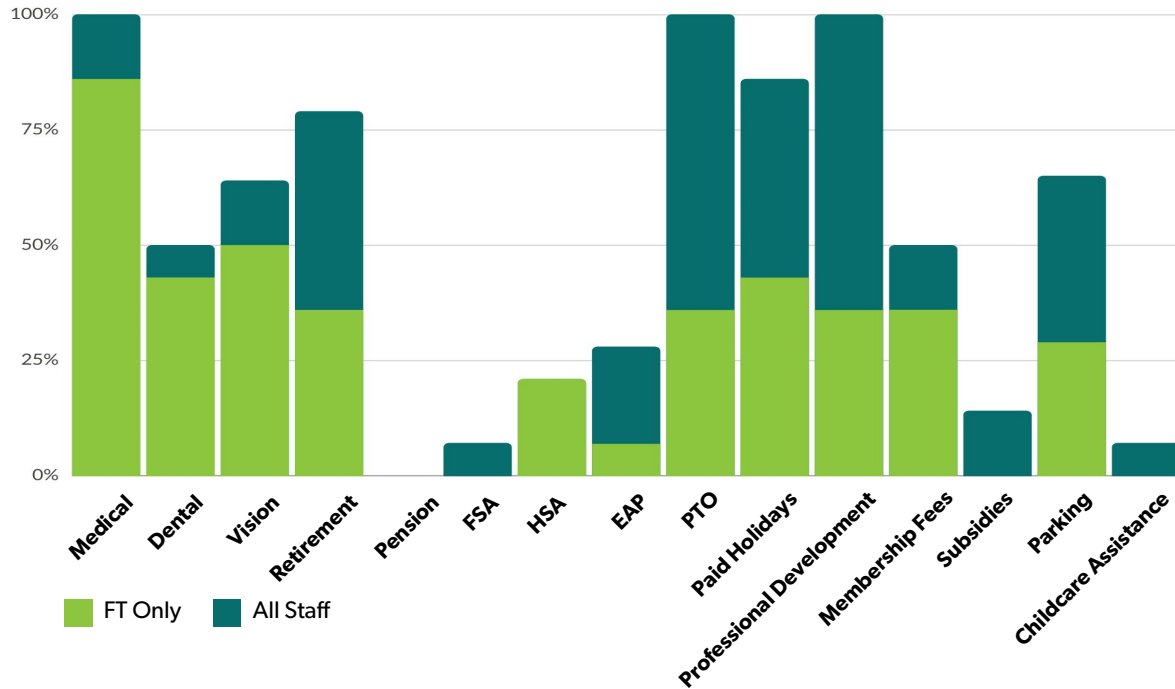


### <\$500,000 Benefits

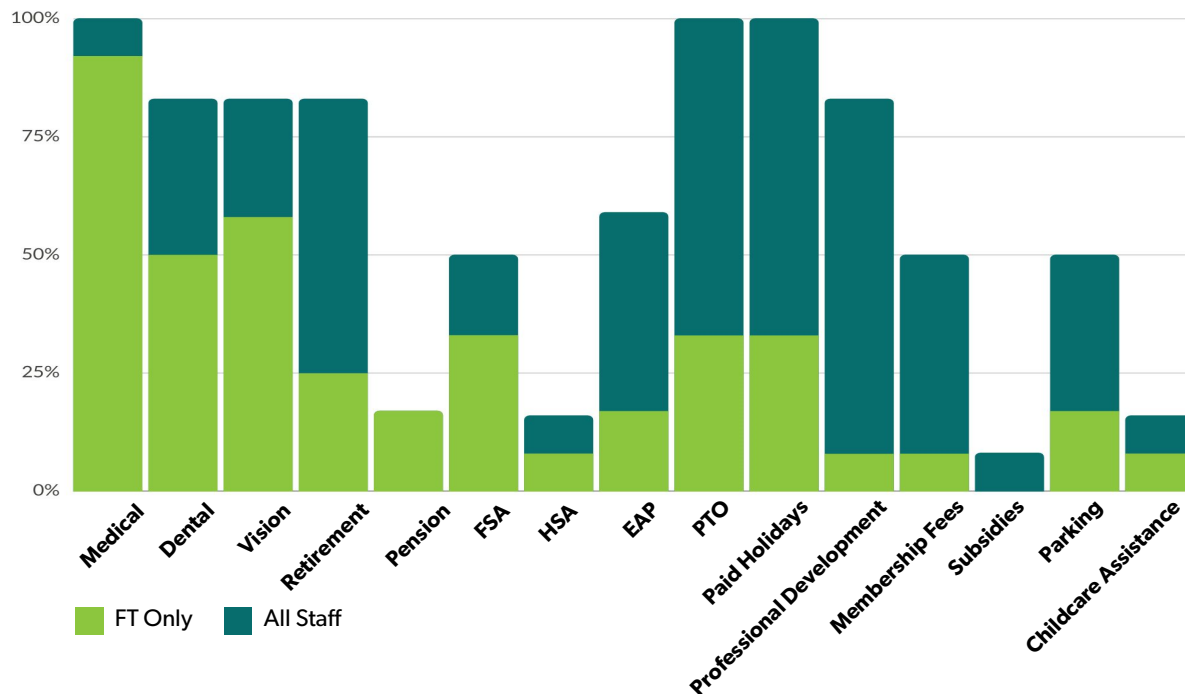




### \$500,000 - \$1 Million Benefits



### >\$1 Million Benefits





## Thank you to the following for your participation!

- A Children's Place Daycare Center
- Audubon Community Nature Center
- Boys & Girls Club of Northern Chautauqua County
- CASA of Chautauqua County, Inc.
- Campus & Community Children's Center
- Centaur Stride
- Chautauqua Adult Day Services
- Chautauqua Blind Association
- Chautauqua County Child Advocacy Program
- Chautauqua County Humane Society
- Chautauqua County Land Bank Corporation
- Chautauqua County Rural Ministry, Inc.
- Chautauqua Lake and Watershed Management Alliance
- Chautauqua Opportunities, Inc.
- Chautauqua Safety Village
- Chautauqua Striders
- Chautauqua Watershed Conservancy
- Chautauqua-Cattaraugus Library System
- Community Connections at Findley Lake
- Literacy Volunteers of Chautauqua County
- Mental Health Association in Chautauqua County
- Patterson Library
- Prevention Works, Inc.
- Reg Lenna Center for the Arts
- Robert H. Jackson Center
- Roger Tory Peterson Institute
- St. Susan Center
- The 1891 Fredonia Opera House, Inc.
- The Chautauqua Center
- The Relief Zone, Inc.
- Winifred Crawford Dibert Boys & Girls Club of Jamestown
- YMCA Camp Onyahsa
- YWCA Jamestown

## **We Want To Hear From You!**

**We intend to update this  
salary survey periodically -  
please let us know what we can  
do to improve or clarify for  
the next version!**

**Noah Goodling**

*Project Director*

[ngoodling@thecapacitylab.org](mailto:ngoodling@thecapacitylab.org)

607-346-1400



**THE CAPACITY LAB**