Definitions of Staff Categories

Direct Delivery Clerical Support
Clerical staff who support direct delivery workers, supervisors, and program directors.

Direct Delivery Administrative Support
Human services technicians who support direct delivery workers, supervisors, and program directors.

Direct Delivery Workers
Workers in all programs who provide direct services to clients.
(Worker totals do not include human services technicians who support workers.)

Direct Delivery Supervisors
Supervisors who supervise direct delivery workers, including program directors who supervise direct delivery supervisors.

Non-Direct Delivery Clerical/Administrative Support
Non-supervisory staff who support all agency programs and are paid from a program PAC.

Non-Direct Delivery Supervisors
Supervisors not in direct delivery services, including division / program administrators who are not executives.

Management Support
Staff who provide general administrative services and are paid from an administrative program activity code.

Executive
All executive level staff in the agency.