

PROCEDURE NO. 4-10-31

ISSUED: 04-11-01

REVISED: 12-26-24

REVIEWED: 12-26-24

SUBJECT: Incentive Compensation Plan

PURPOSE: To establish a system that will enhance Woodhaven’s Recruitment/Retention efforts of direct support professionals, to reward staff for remaining at ISL homes where job duties may be difficult, to minimize overtime spending and to reduce turnover.

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The criteria used to determine the incentive compensation rate allotted for each ISL is the eight areas identified below. These factors will be used to determine the incentive amount.

- 1. Turnover Ratio
- 2. Lifting Responsibilities
- 3. Personal Hygiene Assistance
- 4. Behavioral Support
- 5. Non-verbal or Other Sensory Deficits
- 6. Medical Issues
- 7. Budgeted Hours
- 8. Medically Fragile

ISL homes will be divided into five categories.

- Level B Homes: Requires moderate supports.
- Level C Homes: Requires some significant supports.
- Level D Homes: Requires significant supports. Personal hygiene assistance and lifting. Significant multiple medical issues.
- Level E Homes: Requires significant supports. Individuals supported may display challenging, disruptive behaviors but not at the frequency of a level f home.
- Level F Homes: (Positive Behavioral Support Program). Requires significant supports. Individuals supported may display challenging disruptive, combative behaviors.

Employees will earn incentive compensation based on the level of their home designation.

Salary Schedule For The Five Different Levels – There will be a sliding scale for each level based on the employee experience and education in the Human Services field. Program Managers and Home Coordinators may make recommendations to the Human Resource Department to alter the salary increases based upon the employee’s work experience. Should an employee fail to fulfill job performance expectations, they may be ineligible for the incentive compensation. The incentive compensation must be given within the first 12 months of employment.

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Employees hired on or after January 1, 2017 whose salary was below the base rate for their assigned home unit were increased to the new base rate for that level home.

LEVEL	Title	Beginning Rate	1 st Year Raise Increments Possible	2 nd Year and Thereafter Raise Increments Possible
B	DSP's	\$18.25	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
C	DSP's	\$19.10	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
D	DSP's	\$19.95	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
E	DSP's	\$20.38	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
F	DSP's	\$20.80	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation

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G	Weekend Relief	\$21.25 to \$22.10	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
	TSL	\$21.50-23.50	Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment	Annually based on legislative allocation
16-hour Sat/Sun	Paid at base rate per home level + \$1.00/hour - Eligible for 75 cent increase at 90 days and up to 2.5% during first year of employment			
Paid Sleep Time	Paid at Minimum Wage			
Annual salary increases are based on legislative allocation from funding sources or authorized by the Chief Executive Officer and the Board of Directors.				

RULES – EACH EMPLOYEE WILL HAVE A PAY RATE ASSIGNED FOR EACH POTENTIAL WORK SITUATION AND WILL RECEIVE THE CORRESPONDING PAY RATE OF THAT PARTICULAR JOB SITUATION.

1. Employees must remain at their job site for three (3) months before transferring unless authorized by the Human Resource Director based on recommendation from current supervisor.
2. Employees who transfer will have their rate of pay adjusted to the rate designated for ISL to which they are moving. If transfer is made to homes with a lower pay rate, incentive pay will be reduced accordingly.

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3. For senior direct support professionals with long employment with the organization, salaries will be negotiated when their current rate of pay is close or over the salary schedule for their home level.
 4. Team Support Leaders (TSL) staff will earn their regular base rate of pay for working at any level ISL. Supervisors are encouraged to use TSL’s to cover vacant overnight hours **during emergency situations only.**
 5. Home Coordinators must authorize all overtime and will be held accountable to ensure overtime is minimized for their assigned homes. Employees may be subject to disciplinary action for working overtime without prior authorization of the Home Coordinator.
 6. For full, part-time and on-call employees picking up hours, the compensation rate will be adjusted as they work in different level homes.
 7. Employees may receive incentive compensation based on the following:

• Level B - 75 cent & 2.5%	Base Rate of Pay: \$18.25
• Level C - 75 cent & 2.5%	Base Rate of Pay: \$19.10
• Level D - 75 cent & 2.5%	Base Rate of Pay: \$19.95
• Level E - 75 cent & 2.5%	Base Rate of Pay: \$20.38
• Level F - 75 cent & 2.5%	Base Rate of Pay: \$20.80
 8. When staff assigned at Level B, C, D, E and F homes wish to pick up hours in another home, all vacant hours in homes of their level in their Program Manager’s area must be filled first. Permission must be obtained from Program Manager to work outside Program Manager area, however, Program Managers are expected to share staff they don’t need. The organization wants vacant hours filled with regular staff if possible. It is not permissible to hold staff back “just in case”. Plan ahead, schedule staff and then let staff go fill other vacancies.
 9. Community Connection staff will receive rate of pay consistent with the Level C house rate
 10. Sleep time paid at Minimum Wage for DSP’s.
 11. Staff rates may be grandfathered at homes for staff who were currently assigned to the homes when the house level was adjusted.
 12. Home Coordinators and Program Managers must make a written recommendation to the respective Director and C-Suite Team Member of their program for consideration to move an ISL to a higher level within the incentive compensation system. The respective Director and C-Suite Team Member will inform the requesting staff of their decision within 30 working days.

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<i>LEVEL B</i>	<i>LEVEL C</i>	<i>LEVEL D</i>	<i>LEVEL E</i>	<i>LEVEL F</i>
<i>Carolina</i>	<i>Dinwiddie</i>	<i>Breezewood</i>	<i>Atwood</i>	<i>Albany</i>
<i>Courtyard</i>	<i>Pershing</i>	<i>Chinkapin</i>	<i>Nifong</i>	<i>Brunswick</i>
<i>1615 Golf</i>	<i>Shoram</i>	<i>Dayspring</i>		<i>Carol</i>
<i>Green Meadows</i>	<i>Thornberry Basement</i>	<i>Dewey</i>		<i>Carolina Basement</i>
<i>Hockaday</i>	<i>Thornberry</i>	<i>1510 Golf</i>		<i>Laketown Basement</i>
<i>Katy Place</i>	<i>Community Connections</i>	<i>Laketown</i>		<i>Zinnia</i>
<i>Marylee</i>	<i>Panther</i>	<i>Scott</i>		
<i>Monterey</i>	<i>Bold Venture</i>	<i>Topanga</i>		
<i>CSS Program</i>	<i>Hatteras</i>			
<i>Port Way</i>				
<i>Smoky Mountain</i>				

Approved: _____
Human Resources Director

Date: _____