

THIS IS NOT A CONTRACT OF EMPLOYMENT. EMPLOYMENT
REMAINS AT-WILL AND MAY BE TERMINATED BY EITHER PARTY
AT ANY TIME, WITH OR WITHOUT NOTICE OR REASON

MAXABILITIES OF YORK COUNTY

PROCEDURE: Direct Service Manager (Day/Residential) Bonus Guideline

EFFECTIVE DATE: July 1, 2022

REVISION DATE: June 24, 2026

REFERENCE: SC Bonus Guidelines

POSITION STATEMENT:

In a fee for service environment, it is important to stay fiscally solvent. The expectation of each manager in a direct service provision area (day program/ residential program) is to ensure that services are provided in a way that keeps program risks low and consumer satisfaction high. In the individual employment service area, the Job Coach billable units are the only source of revenue. The expectation of each Job Coach is to provide the Agency identified units per month to achieve the financial solvency necessary for their respective department. In 2026 the number of monthly units for the program remain solvent for each full-time equivalent Job Coach is calculated to be 240. This number may change as agency expenses change.

Adjustments can and will be made periodically when needed to account for those variables. An incentive is defined as pay over and above regular compensation as a recognition of exemplary work. Incentives are set as noted below. There is no negotiation regarding incentive pay for employees who do not meet the requirements as outlined below. Incentive amount paid per employee will not exceed the following amounts in any twelve-month period: \$800.00 for any program manager, \$1200 for any residential coordinator and \$1200 for any job coach.

ELIGIBLE EMPLOYEES:

1. Residential House Managers
2. Residential Coordinators
3. Day Program Managers
4. Job Coach

INELIGIBLE EMPLOYEES:

Department Directors (Residential/Day) are not eligible for this bonus plan.

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INCENTIVE REQUIREMENTS:

1. Staff member must have no disciplinary actions to include those related to attendance during the quarter. Must be an employee in good standing at the time of bonus payout.
2. Staff member must be actively employed throughout the entire quarter to be eligible for the incentive.
3. Job Coach Coordinator must have billing averaged over set bonus limit for the quarter
4. Staff member must have met all general compliance standards of:
 - No missed plan dates
 - Medicaid ineligible claims do not adjust monthly billing below bonus threshold (Job Coach)
 - Licensing reviews have no more than 2 citations (Managers)
 - QA Compliance reviews have no recoupable indicators and maintain an overall compliance score of 90% or higher (Coordinators, Job Coach)
 - No documented staff-caused safety infractions during the quarter
 - Staff member must not have a substantiated complaint filed by a consumer (defined as a complaint with merit)
5. SLP, CTH II and CRCF Coordinators must have met all additional compliance standards of:
 - All supplementary plans (financial plan, fall prevention plan) are reviewed, current and uploaded to THERAP for view by those in need within 15 calendar days of the end of each month
 - Monthly monitoring documents are completed and thorough and uploaded to THERAP within 15 calendar days of the end of each month
 - All OJT forms/annual evaluations due each quarter are completed and submitted to HR by the end of the month the review was due in.
6. House Manager/ Day Manager must have met all additional compliance standards of:
 - Completion of all weekly (RESLOG, Day Attendance) or monthly reports (Vehicle Monthly Checklists, Daily Vehicle Checklists- Day Programs, Monthly Residential Checklist, Monthly Resident Meeting) and timely submission of those reports.
 - All OJT forms/ annual evaluations due each quarter are completed and submitted to HR by the end of the month they were due in.
 - Attendance at Operations as required or an excused absence obtained prior to the meeting
 - Completion of all weekly payroll related information/approvals on the payroll system by Wednesday 12:00 Noon following the end of each payroll period
 - •Consumer funds/agency receipts are submitted weekly by Friday 5:00 PM
7. Staff members are eligible for only one (1) incentive level per quarter.

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JOB COACH:

Incentive Level 1: Amount- \$200.00 per quarter (minus applicable taxes) Billing units average per month over quarter: (average of 16 units per business day)

Incentive Level 2: Amount- \$300.00 per quarter (minus applicable taxes) Billing units average per month over quarter: (average of 20 units per business day)

SLP, CTH, CRCF COORDINATOR:

Incentive Level 1: Amount: \$300.00 per quarter (minus applicable taxes)

RESIDENTIAL HOUSE MANAGER/ DAY MANAGER:

Incentive Level 1: Amount- \$200.00 per quarter (minus applicable taxes)

INCENTIVE QUARTERS FOR CALCULATION:

1. January- March: To be paid in first payroll in May following Medicaid billing review.
2. April- June: To be paid in first payroll in August following Medicaid billing review.
3. July-September: To be paid in first payroll in November following Medicaid billing review.
4. October-December: To be paid in first payroll in February following Medicaid billing review.

INCENTIVE APPROVAL:

1. The MaxAbilities Board of Directors approves the Incentive Plan annually. The Board of Directors has the discretion to discontinue or amend the incentive plan at any time.
2. The MaxAbilities Day and Residential Directors provide file reviews to determine initial quarterly unit averages based on information obtained by Finance calculation.
3. The MaxAbilities Day and Residential Directors provide written approval that all areas of required performance are met for quarterly incentives to the VP of Business Development and VP of Operations respectively.
4. The MaxAbilities VP of Business Development and VP of Operations will review information with any additional administrative department that has needed input to be considered and provides written approval that all areas of required performance are met for quarterly incentives to the CEO.
4. The MaxAbilities CEO reviews the final incentive report quarterly prior to the payment of incentives. The finalized list will be provided to the Finance Department according to their deadline for payment of incentives.