



765 Route 17
Paramus, NJ 07652
Phone: (201) 843-3427
Fax: (201) 843-3639
info@NCFL.net
www.NCFL.net

December 29, 2023

Re: New Flat Rate Wage Announcement for 2024

Dear Valued DSP Team Member,

As this year comes to a close, I want to thank each and every one of you for making NCFL what it has become over the last few years and will continue to be - **the very best and most successful** program in New Jersey caring for adults with developmental disabilities.

It is a special time of year for our residents and their families too, and as you know **you** are very much a part of those families. Each of you in your own way enriches their lives and gives comfort to every family that has entrusted you with their loved ones. **Thank you!**

Since I became your CEO in 2016, we have more than quadrupled in size, expanded significantly by opening new homes, refurbished existing homes and facilities, and reinvested in our programs and our people (**you**). Next year, our day program will move into a state-of-the-art, industry leading facility like no other in the country, and that **we should all be proud of**. For all that you have done to help make this a reality, I offer you my **sincerest gratitude**.

When I took the helm in 2016, NCFL was one of the **lowest paying providers** in the State. As we have grown, we have improved DSP wages from an **average of less than \$10 an hour** in 2016, to more than double that today. In 2024, we will again raise pay, but this time to a new flat rate for all DSP's of \$23 an hour in our residential program, and \$22 in our day program. These rates are among, if not the highest pay rates in New Jersey for DSP's. When I became your CEO, I committed to you that we would provide **fair, competitive, and sustainable pay**, and after the artificial barriers and obstructions that held your pay way down for way too long were removed, we have soared together yielding the greatest increase in hourly pay in the State. As a FYI - state mandated increases over the last 5 years accounted for only \$5 of our momentous increase in hourly pay.

The challenge as we have grown is that it gets harder every year for our management team to evaluate individual performance properly and fairly. So much of what you do is your quiet contributions in the homes, on outings, at night, during meals, and your many small interactions that make our residents and families feel so special and fortunate to be part of our NCFL family. I do not want to miss out on recognizing and rewarding those things, because it is what makes our team, together, so special.

After a lot of thought and much reflection, I decided the best way to further enhance our industry leading pay levels and compensate you fairly for your efforts is to set aside **\$250,000** and put it in a bonus pool to be paid out equally to all DSP's at the end of the year based on TEAM goals that we set which will help define and drive our success. Every one of our Direct Care Staff is responsible for helping each other meet our shared goals. I will highlight the details of the program over the next few weeks, but there will be four annual goals that we measure against each year - similar to what we do now. A portion of that bonus pool will be paid out for each goal that we meet. The amount of dollar potential that this bonus will yield at the end of the year is **triple** the overall DSP bonus pool paid out to DSP's in 2023. I want to pay every dime of this **\$250,000** to our DSP staff. The better we do as a team, the more everyone has at the end of the year. As a team that has excelled together over the past seven plus years, I am confident we can hit each goal if we continue working together. Your combined individual contributions have fueled our success through the years, and that should never change. With a new team-based bonus program, I believe we can keep soaring together, and nothing - or no one - can or should hold us back.

Stay tuned for more details as they become available. Feel free to ask your managers for more information.

Let me say one more time: **Thank you** for all that you do for NCFL and our residents. **You Are the Best!**


Steve Setteducati
Chief Executive Office