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Dear Valued Team Member,

As 2024 comes to a close, it is time to reflect on NCFL's mission of providing the best care possible to the extraordinary individuals we serve, while at the same time acknowledging some of our accomplishments over the past year.

- In alignment with our goal to serve significantly more special needs individuals, we opened our new Paramus Achievement Center in June. This incredible, state-of-the-art facility is the finest of its kind in the country!
- In January we will begin NCFL's in-house physical, occupational and speech therapy programs.
- On the residential side, we opened more spectacular homes in 2024 with at least five more homes planned for 2025.
- As promised in my 2023 year-end letter, we opened our employee fitness center available free to all NCFL staff.

As I observe your work ethic, in particular our DSP's, supervisors, nurses and managers, working directly with our individuals, I am in awe of the love and compassion that you display on a daily basis for our family of special needs individuals. Together as a team we have risen to the challenge and overcome significant struggles inherent to our field in an unprecedented way. We continue to uphold our reputation as the very best care provider for people with developmental disabilities in New Jersey, and at this time, perhaps in the country. **I am so incredibly proud of you all and the organization that we have built together!**


This is a perfect time to acknowledge and extend my genuine appreciation to our dedicated staff for your outstanding efforts during 2024. **Without each one of you working in the best interests of our individuals every day, our accomplishments would not be possible.** Accordingly, I am pleased to inform you that NCFL is again paying a year-end bonus to employees in recognition of your contributions to our organization. Most hourly employees will receive bonus amounts based on your collective team efforts, broken down into four categories as detailed in last year's 12/29 new wage announcement letter to you. As you recall, I promised to set aside \$250,000 in a bonus pool and distribute it equally to hourly employees based on performance of four criteria or categories with 100% being a perfect score. The scores for those categories for the full year of 2024 are as follows: *Community Outings 88%, Quality and Timeliness of Medicaid Notes 76%, appropriate ABC's written 72% and Time & Attendance 61%*. Since this is a team effort, and everyone enjoys the same bonus amount, I encourage all staff to assist each other in performing their tasks at 100% in these categories going forward, especially Time & Attendance which would greatly increase next year's bonus amount. I am happy to say that this year's bonus of \$1,210 is more than triple that of last year's average bonus amount. Note that part-time employees and staff that started during 2024 will receive a pro-rated share of \$1,210.

At this time, I am also pleased to announce that there will be a \$1.00/hour pay increase for our DSP's, both in our Homes and at Day Program. The start date is 1/19/25 which will be reflected in your 2/6/25 paycheck. When I started with NCFL in 2016, our DSP's were averaging under \$10/hour, and NCFL was the lowest paying agency in the state. Having increased DSP hourly wages 150% over the last 8 years, I am thrilled to report that NCFL is now the highest paying provider to DSP's in the state – and you all have earned it! The way that you care for, protect and love our family of individuals, who are indeed society's most vulnerable population, is truly remarkable. Kudos to you all!!!

I have enjoyed getting to know our new staff, especially during the "Lunches with Steve" that I host throughout the year. If you have not already attended one of these special lunches at exceptional restaurants, I encourage you to sign up for one of these recurring events. Long time staff are welcome too.

For those of you who have helped NCFL grow and prosper over the years, I am so grateful for your loyalty to our organization, and I am especially thankful for the confidence you have entrusted in me in leading NCFL to an ever expanding, brighter and even more prosperous future.

Thank you again for all that you do and for being part of our very special organization!



Steve Setteducati
Chief Executive Office