



Eligibility and Frequently Asked Questions

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OVERVIEW

We will be implementing wage increases and incentives for staff members in eligible departments, thanks to increased funding based on 2024 rates and additional contributions from Heritage Christian Services.

This initiative aims to recognize and reward the hard work and dedication of the workforce.

Key Dates for 2025 Compensation Adjustments

March 9	Wage increases will be effective for staff members in eligible departments and aligned with tenure and position. Starting wage for new full-time residential direct support staff members will be \$20.50 per hour.
April 18	One-time incentives will be distributed to staff members in some departments.
April 6	After a market rate analysis is completed, some employees in other programs and administrative positions may receive wage increases.

WHO CAN I REACH OUT TO WITH QUESTIONS?

Please reach out to your immediate supervisor with any questions. Supervisors should then reach out to their senior leader.

WAGE INCREASES EFFECTIVE MARCH 9, 2025

Eligible Departments:

- Residential
- Day habilitation
- Free-standing respite (Respitelodge, Respitewood)
- Maintenance
- Clinical (including nursing, faith community inclusion, guardianship, behavior services and all therapists)
- Quality advancement

FAQ:

HOW MUCH OF AN INCREASE WILL I RECEIVE?

All employees within the listed departments will receive a wage increase aligned with their position and tenure within the agency. Amounts will vary.

[Click here to see a list of 2025 starting wages for residential, free-standing respite and day habilitation.](#)

IF I WAS HIRED RECENTLY, WILL MY TENURE BE CONSIDERED?

As of March 9, all employees in residential, day habilitation, free-standing respite, quality advancement, nursing, clinical, faith community inclusion and maintenance programs received a wage increase. Your tenure was considered in determining your new wage. This will address wage compression, ensuring long-serving employees are compensated for their time with the agency.

IF I WAS REHIRED, WILL MY PREVIOUS TENURE BE CONSIDERED?

Tenure will be considered from the date of rehire.

WHEN WILL I SEE THIS IN MY PAYCHECK?

Wage increases effective as of March 9 will be reflected in the March 28, 2025 paycheck.

ARE ASSOCIATE DIRECTORS AND DIRECTORS ELIGIBLE?

Yes. Employees in management positions in the eligible departments will receive an increase in line with their position and tenure.

ARE SELF-HIRE AND CDPAP EMPLOYEES ELIGIBLE?

Employees with the job titles self-hire community support staff or personal assistant are not eligible.

CAN THIS AFFECT MY PUBLIC ASSISTANCE OR BENEFITS?

Salary increases may affect public assistance. Employees can reach our [success coaches](#) if they need additional support navigating this.

SERVICE INCENTIVE PAID APRIL 18, 2025

Eligible Departments:

- Residential
- Day habilitation
- Free-standing respite (Respitelodge, Respitewood)
- Maintenance
- Clinical (including nursing, faith community inclusion, guardianship, behavior services and all therapists)
- Quality advancement

Additional Eligibility Requirements:

- Employees will receive a percentage of their 2024 yearly salary, based on a maximum of 2,080 hours worked.
- Employees must have worked at least 325 hours in 2024.

- Employees whose home department is outside of residential or day habilitation, but worked and punched in and out with a proper business transfer for at least 325 hours in residential or day habilitation in 2024 will be eligible for a bonus calculated on the hours worked in those programs.
- Employees must have been employed as of Dec. 31, 2024, and remain employed at the time of distribution.
- Employees on final warning are not eligible to receive the incentive.

FAQ:

IF I WAS HIRED IN 2025, AM I ELIGIBLE TO RECEIVE THIS INCENTIVE?

No, employees must be employed as of Dec. 31, 2024 and have worked at least 325 hours in 2024 to receive the incentive. If you were hired after Dec. 31, 2024, you may be eligible for other incentive programs, such as the Direct Service Retention Bonus.

I WORK IN ADMINISTRATION, BUT PICK UP HOURS IN RESIDENTIAL. AM I ELIGIBLE?

Employees whose home department is outside of residential or day habilitation, but worked at least 325 hours in residential or day habilitation in 2024 will be eligible for an incentive calculated on the hours worked in those programs. Hours must have been properly transferred to a residential or day habilitation site.

ARE SELF-HIRE AND CDPAP EMPLOYEES ELIGIBLE?

Employees with the job titles self-hire community support staff or personal assistant are not eligible.

WAGE INCREASES EFFECTIVE APRIL 6, 2025

Following market rate analysis, some employees in other programs, including administrative positions, may receive wage increases. Increases will be commensurate to market rate and tenure with the organization.

FAQ:

WHAT IS A MARKET RATE ANALYSIS?

A market rate analysis is the process of looking at what others are charging for similar goods, services or job positions to decide on a fair price or salary for your own.

HOW WILL COMPENSATION ADJUSTMENTS BE DECIDED? WHO WILL RECEIVE AN ADJUSTMENT?

Employees who are not currently paid a market-rate wage for their position and tenure, according to our market rate analysis, will receive an adjustment.

IF I RECEIVE AN ADJUSTMENT, WILL I BE TOLD IN ADVANCE?

Your supervisor will share the good news with you prior to receiving it in your paycheck on April 25.

WHEN WILL I SEE THIS IN MY PAYCHECK?

Wage increases will be effective April 6 and will be reflected in the April 25 paycheck.