



Tiered Pay Rate System FAQ

- **Why?**
 - The purpose of Tiered Pay is to provide team members with the opportunity to maximize their time working directly on treatment goals with clients in a fair way across the company. Each team member will be paid based on multiple factors instead of one flat rate for everything they do. The hope is that our therapist team is reinforced for their talents and the mission of their job - to change the lives of their clients.
- **What do the categories mean?**
(Direct vs Clinical vs Transportation vs Non-Clinical)
 - Clinical is anything that can be directly tied to a client
 - **Clinical Direct:** Direct services provided face to face to a client (including telehealth when the client is present).
 - **Clinical Indirect:** Services provided for a client that are required to ensure and promote successful clinical outcomes without the client present. These include report writing, developing treatment plan materials, and/or collaboration without the client present.
 - **Transportation** refers to transporting a client or clients in a vehicle
 - **Non-Clinical** are general RCG activities. These are non-treatment related. (5 hours max/week)
 - Including, but not limited to:
 - Cleaning
 - Administrative Tasks
 - Checking Emails
 - Uploading
 - Mandatory Company Events
 - Client Transitions
 - Coaching and Modeling
 - General Meetings
- **What are special projects?**
 - These projects are assigned by a director and may include assisting with other non-clinical projects at RCG. The individual assigned this project must have written approval signed off by a director prior to implementation.
- **What happens if a family cancels a session?**
 - Discuss with your supervisor ways to make these hours up.
 - Supervisors will have monthly fulfillment discussions with families to ensure that all clinically necessary services are rendered as prescribed.
- **How do I use PTO/PTFY? (Full Time Team Members Only)**
 - 24 hours of Paid Time for Yourself (PTFY) is given to all full time team members each year in January.



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- PTO is accrued by full time team members based on weekly hours worked and tenure with the company
 - Less than 3 years tenure: earn 1.93% PTO hours for each hour worked. (Ex. 80 hours worked in a 2 week pay period = 1.54 hours PTO accrued)
 - 3 - 5 years tenure: earn 3.85% PTO hours for each hour worked. (Ex. 80 hours worked in a 2 week pay period = 3.08 hours PTO accrued)
 - 5+ years tenure: earn 5.78% PTO hours for each hour worked. (Ex. 80 hours worked in a 2 week pay period = 4.62 hours PTO accrued)
- Time off requests will go to your supervisor and will be communicated with the family you are working with to determine if a sub is needed.
- Time off should be submitted using the Call Out Google Form. Once approved, submit PTO/PTFY in TSheets.
- Any PTO hours used are paid at the direct rate.
- **What does LOA/Maternity Leave Pay look like?**
 - LOA and Maternity Leave will be handled through HR. If you need to utilize these benefits, please email hr@rcghealthnetwork.com.
 - Pay rates for this are calculated by taking the average weekly pay a team member has accrued for the last year and this is used as the weekly rate submitted with the LOA paperwork.
- **How is my schedule determined?**
 - This is determined by the clinical needs of incoming clients, the availability of families, and your availability.
- **Can I work more hours with my client than I currently do?**
 - With the approval of your clinical supervisor, this determination will be made on a case-by-case basis, but it never hurts to ask!
- **What happens if I go into overtime?**
 - For any hours worked over 40 for each week: Your hourly overtime (OT) rate will be paid to you at 1.5 times your average hourly rate for that week.
 - For Example, during the week you worked the following schedule:
 - 30 hours direct @ \$16/hr
 - 5 hours indirect @ \$15/hr
 - 5 hours non clinical @ \$10/hr
 - Total earned for the week: \$605/40 hours = average hourly rate @ \$15.12 x 1.5 = OT rate \$22.69/hr
- **What do Saturdays look like?**
 - Pay rates and PTO accrual rates remain the same for working on Saturdays on weeks that a full time team member is below 40 hours for that week prior to Saturday.
 - Overtime will be accrued when the team member works a Saturday that puts that team member over 40 hours for the week.



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- PTO is also accrued on any overtime hours that are earned. Benefits to Saturdays for the team members can include: additional hours, PTO accrual (for full time team members), potential for overtime pay, and PTO accrued for working overtime hours (for full time team members).
- For former salaried employees, this is a change. This replaces comp time.
- **Does subbing count for direct hours?**
 - Yes, any time worked directly with clients on treatment goals is considered direct hours and will be paid at the direct hours rate.
 - If you are subbing for transportation and not working directly on goals, this will be paid at the transportation rate.
 - For subbing requests and if you are interested in subbing, please schedule this with your direct supervisor prior to implementation.
- **Do I get paid for drive time between clients?**
 - Drive time is paid through mileage reimbursement. This is not a change from the previous policy.