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Key Ethics Indicator	How we demonstrate the Key Ethics Indicator?
1. Market compensation (at or above 50% of industry standard)	We compensate above 50% of the industry standard in our state. We know this because we implement hourly rates based on the BHCOE research completed for rates in our area.
2. Financial stability. Guaranteed hours (at full or reduced rates) or evidence that full-time staff is able to earn full-time pay. (in other words, cancellation risk falls on the employer , not the employee)	Our staff can earn full-time hours. Most of our technicians have multiple clients and reach between 30-38 hours. We have two technicians who requested additional hours and received overtime pay. We will be rolling out a reduced-rate program when families cancel.
3. Paid training and structured onboarding (including shadowing opportunities)	All training is paid, including the 40 hours modules, and there is a structured onboarding process that includes shadowing and multiple supervisions with gradual release in the first 2-4 weeks with a client. This support is increased if challenging behavior is present.
4. Offers quality, structured RBT and BCBA supervision programs (greater than 5% minimum required by the BACB) with Paid BCBA Candidate supervision	All RBTs receive close to 10% of their hours supervised every week. As the organization onboards additional supervisors, we plan to offer Paid BCBA Candidate supervision.
5. Offers ongoing professional development opportunities (even for BTs and RBTs)	We provide in-house training for our RBTs/BT and will we provide a stipend for BTs/RBT to access additional trainings on Relias.
6. Offers Health and Wellness Benefits, including medical, dental, vision, life insurance	All employees (25+ hours) have access to medical, dental, vision, and life insurance. The company covers 75% of these costs and hopes to increase coverage as we grow.
7. Provides future security wellness benefits, including a 401k with company contribution	We provide access to Calm app and during this enrollment period are adding an HSA and 401K.



8. Provides PTO (sick leave, vacations, and holidays)	All employees receive PTO
9. Provides Paid driving time (if applicable)	All employees are paid drive time between clients.
10. Provides Mileage reimbursement (if applicable)	All employees are reimbursed mileage. For technicians who drive over 30 mins for their clients, we offer a higher hourly rate.
11. Offers differentiated compensation program (calibrated for educational background, experience, and level of expertise)	All offers are based on specific metrics such as experience, educational background, experience working with culturally and linguistically diverse groups
12. Provides a defined RBT career path	We have RBT, lead RBTs and BCBA candidates and offer a clear career path for technicians.
13. Has system to measure BT/RBT effectiveness to assess supervisor performance	We have quarterly evaluations that include client progress metrics to reflect quality of supervision.
14. Makes investments in employee retention / burnout mitigation strategies	Once our clinic is open, we plan to implement more team building and bonding activities. This will allow us to focus on developing a strong culture to reduce burnout. We will also increase EAP as we grow organizationally. For now, we offer winter bonuses and encourage employees to use their leave.
15. Efficient and effective Client Management and scheduling practices	We use a practice management software for all of scheduling needs. We have an administrative assistant who also supports with calendar maintenance.
16. Job rotation program and/or process to address client (parent) / RBT cultural fit	During our intake process, we thoroughly ask what the needs are of the family and what they expect from their RBT/BT. Based on these responses, we pair RBT/BTs to ensure they are a good fit. We have a process in place during the first 90 days of a match to re-match families and RBTs/BTs if it is not a strong fit.
17. Conducts customer satisfaction surveys	Our family support specialist completes quarterly satisfaction surveys with families.



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18. Conducts employee satisfaction surveys	We use Gusto monthly to implement satisfaction survey. We will use responses from these surveys to develop a survey that allows us to dig deeper into specific metrics in 2023.
19. Provides a collaborative and supportive corporate culture	Based on satisfaction surveys, 90% of employees shared they felt supported in the work environment.
20. Provides client waitlist support	Our family support specialist regularly connects with waitlisted members to provide support and answer any questions. She also provides resources to families who are waiting.