

PROCEDURE NO. 4-10-57

ISSUED: 01-01-24

REVISED: 12-27-24

REVIEWED: 12-27-24

SUBJECT: Pay For Performance Bonus System

**PURPOSE: Pay for performance is a compensation strategy that uses bonuses to directly incentivize staff and departments' performance. Staff's performance is measured by pre-defined metrics or qualitative performance measures. Bonuses are paid based on the staff's work performance and behaviors in the workplace. Woodhaven wants to differentiate between high performers, good performers, average performers and under performers.**

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Performance management is the ongoing process of setting performance goals, providing employees with the necessary resources and support to achieve Program/Organizational goals and regularly evaluating staff.

Advantages to Performance Bonuses:

- Establish organizational values and expectations
- Increase accountability
- Boost motivation and morale
- Increase productivity and quality of services
- Offer staff more control
- Recruit and retain high performers
- Team Building
- Provide clarity on bonus incentives
- Reduce the need for consistent oversight
- Adds flexibility

A performance-based bonus is extra compensation granted to staff as a reward for reaching pre-established goals and benchmarks. Leadership will reward staff with performance bonuses after assessing if projects bring added value to the organization or high-quality work performance that improves services or increases revenue.

Eligibility guidelines:

Because this bonus is given for a performance above expectations, employees are not automatically entitled to it. Performance bonuses may be given to staff or departments if they achieve the identified organizational goals.

- Departments that are making a profit or bringing added value to the organization.
- Departments that complete a major project that bring added value to the organization
- New hires must have completed all the required new employee orientation and Relias courses prior to the start of the quarter.
- Employees must be employed the full quarter to be eligible for a bonus for that quarter.

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Ineligible staff:

- Staff that leave employment prior to the distribution of the bonus
- Staff that receive disciplinary counseling (written reprimand or above).

Each Supervisor will review their specific goals with their team members and all team members will sign an acknowledgement of the goals for their department.

Examples:

- Overtime Reduction – this will be calculated based on budgeted hours for the home or department.
- Attendance
- Documentation responsibilities: ISP's, MARS, etc.
- Communication: Minutes of meetings, stakeholders, parents, guardians, family members, funders, BCFR, etc.
- Meeting Deadlines: Paperwork, performance appraisals, census, receipts, NAFS, payroll, etc.
- Added Value – revenue profits
- Participate on organizational committee's and projects
- Medication errors
- Team Building – good relationships established within team, department, and organization

Pay for a performance bonus will be distributed to eligible DSP, TSL, HC and non-supervisory personnel on a quarterly basis.

Bonus Recommendations will be:

\$300 for High Performer ("Rockstar")

\$200 for Good Performer ("Above &amp; Beyond")

\$100 for Average Performer ("Got It Done!")

No Bonus for Underperformer

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Guidelines:

- Assessment forms will be completed by immediate supervisor during the last 2 weeks of the quarter and submitted to their supervisor for approval prior to reviewing with the employee.
- Supervisors can contact all employees during the last month of the quarter to begin **scheduling appointments for the first two weeks following the last day of the quarter.**
- All assessments must be reviewed in person with the employee with noted suggestions on the assessment form for what they can do to improve the bonus level during the next quarter.
- If an employee disagrees with the assessment, please refer them up the chain of command to your immediate supervisor to discuss their concerns.

Pay for Performance bonus system for Program Managers and Department Heads will be on an annual basis.

The CEO, or designee reserves the right to discontinue this pay for performance system at his/her discretion based on the needs of the organization.

Approved: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resource Director

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### **Pay For Performance Bonus Criteria**

Top Tier (High Performer)	\$300
Mid-Tier (Good Performer)	\$200
Base Tier (Average Performer)	\$100

\*Any staff with a written warning or above will not be eligible for the bonus that quarter

\*Any staff who has not completed required new employee orientation prior to the first day of the quarter (including Relias Courses) will not be eligible for a bonus that quarter.

#### **Top Tier (High Performer)**

Shows strength or excels in one or more of these areas and **must be approved by Department Director and**

#### **COO:**

- ✓ Zero unscheduled absences during the quarter
- ✓ Zero tardies during the quarter
- ✓ Completes all required documentation independently without reminders
- ✓ Attends all house meetings
- ✓ Acts as positive mentor to other staff
- ✓ Shows leadership of staff team
- ✓ Takes initiative in problem solving
- ✓ Acts as advocate for clients
- ✓ Renews all inservices prior to expiration independently
- ✓ Participates in self-growth by volunteering in extra activities or professional development
- ✓ Prevents and/or leads out of drama
- ✓ Maintains composure and shows strength in crisis situations
- ✓ Consistently takes on "other duties as assigned"
- ✓ Utilizes the time and attendance system at every shift (clocks in/out using the kiosk)

#### **Mid-Tier (Good Performer)**

Consistently:

- ✓ Completes all duties of job as described in the job description
- ✓ Has good attendance
- ✓ Clocks in and out on time
- ✓ Approves time and requests PTO in pay system
- ✓ Attends and keeps trainings current
- ✓ Makes effort to attend team meetings and other mandatory agency meetings
- ✓ Completes daily logging

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- ✓ Collects and turns in receipts for client funds and petty cash
- ✓ Communicates with supervisor
- ✓ Has positive attitude/stays away from drama
- ✓ Follows agency HIPPA/Confidentiality protocol
- ✓ Works cohesively with staff team

**Base Tier (Average Performer)**

- ✓ Staff have had some deficiencies but show initiative and progress in improving and growing stronger in their position.

**No Bonus for Under Performance**