

Industry: Nonprofit, Healthcare

Employees: 101-350

Location: United States

Solutions: Recognition and Rewards, Data and Reporting, Payroll, Elite Plan

Service Coordination Unlimited Inc. Reaches **80% Employee Adoption of BambooHR®** Recognition and Rewards

A Pennsylvania nonprofit replaced a slow, paper-based recognition process with BambooHR® and reached **nearly 80% employee participation within two months** of rollout.



7+ years as a BambooHR customer



Nearly **80%** employee engagement in **2 months**



401(k) data uploaded in **5 minutes**



Immediate access to **Board-ready data reports**



Service Coordination Unlimited (SCU) is a Pennsylvania-based nonprofit that helps individuals with physical and intellectual disabilities remain safely and independently in their own communities. Coordinators visit participants in their homes to assess needs and connect them

with services, from home modifications to in-home caregiving to community-based employment support.



"Rewards and Recognition encourages teamwork and makes the staff feel valued."

ERINNE ROACH | HR DIRECTOR | SERVICE COORDINATION UNLIMITED

SCU's Top 3 challenges

Delays before praise:

Before Recognition and Rewards, SCU ran recognition through a paper form that required executive sign-off, often taking weeks to reach the employee being recognized.

"We had a performance recognition program where there was a paper form that people could fill out to nominate someone for going above and beyond. They'd have to find the form, send it in, and wait for the CEO and COO to approve, which could take two to three weeks."

Recognition flowed only one direction:

SCU's previous recognition process was designed around managers, with no good way for peers to recognize each other in the flow of everyday work.

"Our previous platform wasn't nearly as user-friendly. Also, it was mainly the managers that were using it, and not so much the peers."

Stuck in team silos:

With a state-wide, remote team, employees tended to stay within their own small teams and rarely worked across groups.

"It can be hard to get our people to branch outside of their smaller teams. That's something we're really looking to focus on: cross-functional teamwork."

5 ways BambooHR brought solutions

Immediate buy-in:

Within two months of launching Recognition and Rewards, nearly 80% of employees were regularly engaging with the product.

"We noticed a lot more people participating in the program since we launched it. Last month, 80% of employees gave recognition."

Recognition now a two-way street:

With recognition now built into the platform employees already use every day, peers are recognizing each other constantly and rating the experience highly.

"With it being right there in the platform where they clock in and out every day, we've gotten more feedback. Our employees are saying it's very easy to use and the rewards are really appealing. They're using it even more than managers now."

Reporting that gives insight to admin:

Built-in reporting shows which company values get tagged most, which rewards are most popular, and who's giving and receiving recognition.

"It's nice being able to see which rewards people like most. We can also see who hasn't gotten recognition, so we can maybe give a nudge to someone, and who's getting a lot of recognition, which is helpful from a performance and career track perspective. We're also seeing more interactions between teams."

A ripple effect on culture

Recognition and Rewards has come up unprompted in culture surveys as a reason for improved teamwork.

"One of the responses came back to Recognition and Rewards. The employee said it's nice to be able to recognize peers and to get an understanding of your strengths so you can utilize them more. They said, 'It's nice to hear good things.' Overall, it's helping our people feel valued."

A discreet way to say thanks:

The private recognition option allows users to recognize more sensitive moments without putting them on public display.

"Being in HR, I often use the private button so I can recognize employees for handling hard situations without putting it out there for other employees to see."

A discreet way to say thanks:

The private recognition option allows users to recognize more sensitive moments without putting them on public display.

"Being in HR, I often use the private button so I can recognize employees for handling hard situations without putting it out there for other employees to see."

BambooHR® Elite brings advanced data insights

The value found in Elite:

SCU upgraded to **BambooHR® Elite** specifically to run compensation cycles and pull salary benchmarking data, on top of the payroll and benefits it already had in the platform.

"We already had **Payroll** and **Benefits** Administration, so the main reason we decided to move to Elite was to utilize the compensation cycles features. We're able to pull nice, clean data for compensation decisions."

Board-ready data without the spreadsheets:

Erinne used to pull data and rebuild it in Excel for compensation decisions and strategic planning. Now she can hand the board a clean report as-is.

"It's nice to have so much data at my fingertips to make suggestions to our executives. As we get ready to work on our next 3-year plan, I was able to pull together an hour's presentation for the board of directors."

Payroll tasks down to minutes:

SCU cycled through a couple of clunky payroll platforms before landing on BambooHR, where payroll tasks take mere minutes.

"Payroll definitely goes fast. For our 401(k) upload, we're able to pull the information right out of the payroll report and reconfigure it into the columns we need, instead of having to manually type it all in. It's a five-minute task at most."

See how BambooHR can set you free to do great work!

[REQUEST A DEMO](#)