

# PROVIDENCE CAREGIVER REFERRAL FREQUENTLY ASKED QUESTIONS

## **Why are we rolling out a new caregiver referral program (effective for referred hires that apply Jan. 1, 2022 and after)?**

*The national workforce crisis occurring across multiple industries has created a highly competitive talent market requiring bold moves to attract and retain caregivers. To help fill open positions, the enhanced caregiver referrals program will expand referral bonus incentives and reward Caregivers who help bring high-quality candidates to our team.*

## **What has changed from the previous caregiver referral program (referred hires that applied prior to Jan. 1, 2022)?**

*Prior to the new program, many roles were not eligible for referral bonuses or had varying bonus amounts. The enhanced caregiver referral program will:*

- *Implement a \$3,000 bonus for all eligible positions.*
- *Establish a central website where Caregivers can learn more about referral incentives and how to submit a referral bonus; find answers to commonly asked questions; and reference shareable content to help them get the word out to their network.*

## **How do I refer someone?**

*For a step-by-step process on how to make a referral, reference the caregiver referral cheat sheet for your region on [providence.jobs/referral](https://providence.jobs/referral)*

## **What positions are eligible for a referral bonus?**

*If the referred hire applied Jan. 1, 2022 or after, most external-hire positions are eligible for a referral bonus, **EXCEPT**:*

1. *Positions below 0.5 FTE*
2. *Executive director level positions and above*
3. *Provider positions*
4. *Student or Intern positions*

## **Is there a limit to the number of referrals I can make?**

*No; you can make as many referrals as you like and will receive a bonus for eligible referrals that are hired and meet the payment requirements.*

## **Can I refer an existing (internal) caregiver?**

*No; referral campaigns are designed to identify candidates who are not currently employed by Providence and its family of organizations.*

## **Can I refer someone that is already affiliated with Providence and our family of organizations in some capacity?**

*No; any role affiliated with Providence and our family of organizations, paid or unpaid including but not limited to: rehires, students, interns, volunteers, travelers/contractors are not considered*

*referral bonus eligible candidates unless they have been away from the organization for more than 12 months.*

**Can I refer a candidate who has already started employment?**

*No; we are unable to accept a referral bonus submission for a caregiver who has already started employment.*

**Do I get a bonus if I refer someone to a part-time, on-call or per diem position?**

*This program applies to 0.5 FTE positions and above.*

**Are all caregivers eligible to receive a referral bonus?**

*All caregivers are eligible to participate and receive a referral bonus, **EXCEPT**:*

- 1. Caregivers in VP roles and above*
- 2. Supervisor or Core leader in the requisition reporting structure/chain of command*
- 3. Caregivers in recruiting roles*
- 4. Caregivers residing outside of the U.S.*

**Are non-caregivers eligible to receive a referral bonus?**

*Any individual not currently on the payroll for Providence or its family of organizations is not eligible to receive a referral bonus.*

**Are previous caregivers eligible to be referred?**

*Previous caregivers are eligible to be referred if they have not been on the payroll for Providence or its family of organizations for 12 months.*

**When will I receive my referral bonus?**

*Once the referral is hired and completes 14 days of employment, the referral programs team will verify that all eligibility requirements have been met and then send to payroll for processing. Please expect 1-2 pay periods for payroll to process. The referral bonus will be included in the referring caregiver's paycheck. Both the referral and the referring caregiver must be employed at the time of payment.*

**How will I receive my referral bonus?**

*Payments will be included in your paycheck and are considered taxable income. Payments will not be grossed up. Payments are a one-time event and will not be paid in multiple installments.*

**What if the caregiver I referred leaves before or during the completion of their first pay period?**

*If the caregiver you referred leaves before the completion of their first pay period, you are no longer eligible for a referral bonus as referred hires must successfully complete their first pay period (approx. 14 days).*

**What is the referral bonus amount?**

*The referral bonus amount is \$3,000 for eligible positions.*

**Why were more taxes taken out of my paycheck?**

*Referral bonuses are considered taxable income as supplemental earnings and can be taxed at a higher rate.*

### **I made a referral in the past but didn't get a bonus—can I get it now?**

*For questions regarding past referrals, please submit a service now ticket to TA – General Inquiries. The referral program team will research the referral and determine if it was an eligible referral.*

### **What is the best way to refer someone?**

*Reach out to your referral and ask them to view open roles on the career site of the organization/region they are interested in and send you the Requisition ID(s) (located on the job description). Once you have the Requisition ID(s), follow the process to submit a referral by clicking the Career Opportunities tile on your Genesis Dashboard and using the Requisition ID to search for/locate the job (steps further outlined in your specific region's cheat sheet on the "How-To" page on providence.jobs/referral)*

### **How long does it take to submit a referral?**

*A matter of minutes. Follow the instructions included on this site to ensure that you access the appropriate system and rules.*

### **How long does my referral remain eligible in Genesis?**

*Referrals remain active in Genesis for 180 days (about 6 months) unless the individual is withdrawn as a referral.*

### **Can I check to see if my referral is still active?**

*Once you have successfully submitted a referral candidate, you can view all referrals by clicking the Career Opportunities tile on your Genesis Dashboard and then clicking on Referrals. There you will be able to see the status of each referral.*

### **Why can't I submit a hard copy referral or tell my manager instead?**

*The volume of referrals requires an automated system to manage the work as well as streamline process to ensure timely payouts and avoid redundant processes.*

### **Why hasn't my referred candidate been contacted by a recruiter?**

*Recruiters are not obligated to contact or consider every caregiver referral, but we encourage them to do so. When a referred candidate applies for a position, for compliance purposes, they complete the same screening questions required of all job seekers. All answers are scored by the system so that the recruiter can quickly decide and contact the candidates who appear to best match the position requirements.*

### **I made a referral, and they were hired within my reporting structure, but they are not my direct report. Am I still eligible for a bonus?**

*No; we must maintain the integrity of the referral process and cannot pay a bonus to a caregiver that referred and hired a caregiver within their chain of command.*

### **What are the eligibility guidelines?**

*Review the eligibility guidelines by navigating to the HR Service Portal in the knowledge article titled "Providence Caregiver Referral Program".*

### **How do I get help?**

*If these FAQs still do not answer your question(s), submit a ticket via the HR Service Portal under TA General Inquiries.*