

Why are we rolling out a new caregiver referral program (effective Sept. 7, 2021)?

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 roughly 17,000 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 (prior to Sept. 7, 2021)?

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 \$1,000 minimum for all eligible positions.*
- *Increase the referral bonus incentive for high demand positions up to \$5,000 depending on role and need.*
- *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

What positions are eligible for a referral bonus?

*As of September 7, 2021, most external-hire positions are eligible for a referral bonus, **EXCEPT**:*

1. *Executive director level positions and above*
2. *Positions below 0.5 FTE*

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 90-day requirement.

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 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. Talent Acquisition*
- 2. Human Resources*
- 3. Supervisor or Core leader in the requisition reporting structure/chain of command*

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?

If the referral is hired, the referring caregiver will receive an email that they are eligible to receive their bonus upon the referral's successful completion of 90 days employed; both the referral and the referring caregiver must be employed at the time of payment.

How will I receive my referral bonus?

The bonus payment will be included in the referring caregiver's next paycheck (1-2 pay periods) after 90 days of successful employment have been met and is 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 90 days?

If the caregiver you referred leaves before 90 days, you are no longer eligible for a referral bonus as referred hires must successfully complete 90 days of employment.

What is the referral bonus amount?

Specific bonus amounts are indicated on job postings in the internal career site. You can also reference the referral bonus amount grid on providence.jobs/referral

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?

The new caregiver referral program and corresponding bonuses applies to referrals made on or after September 7, 2021.

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 logging into the internal career site 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 Taleo?

Referrals remain active in Taleo 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 will now have a "My Referrals" tab which indicates if your referral is active or has expired.

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.

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.