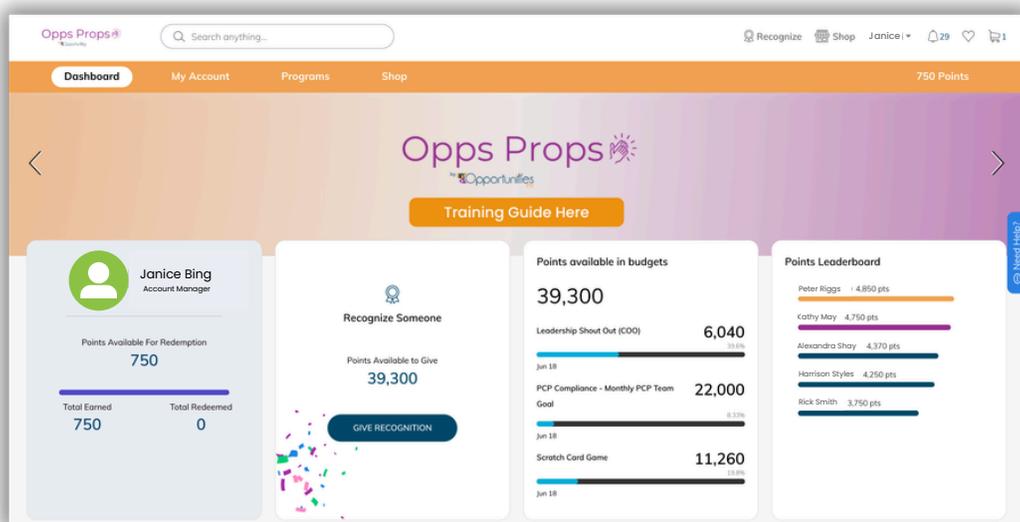


# CASE STUDY

## Opportunities, Inc.

Opportunities, Inc. has the mission to to advocate for, empower and support full inclusion of people with intellectual and developmental disabilities.

When Opportunities, Inc. first came to Rewardian looking for a recognition and rewards program, their key objective was to excite, incentivize, and motivate employees. They wanted to drive employees to complete actions tied to monthly departmental goals, personal performance, attendance, anniversaries and birthdays. However, Opportunities Inc. needed assistance from Rewardian in determining exactly how to configure their reward point payouts in the most effective way to meet desired goals.



## SOLUTION

Rewardian worked extensively with the Opportunities, Inc. executive team prior to implementation to develop a tailored strategic rewards payout plan designed to drive their key team goals tied to monthly departmental KPIs. Once we were ready to build out the program, it was a an extremely simple launch process because the strategy and design had already been finalized in our work together over the weeks prior.

## RESULTS

- “We have been able to **increase the goal** for our Employment Services department so we are aiming higher than we were before in the amount of job placements secured for people in services.”
- “Having goals set around important measures like how much time people spend in the community **helps drive people to work** toward them in anticipation of meeting the goal on a monthly basis. Staff are more focused on the numbers which not only have points associated but have a **greater impact** on realizing community inclusion.”
- “In every monthly administrative staff meeting, our first agenda item is to recommend people for recognition through Opps Props, so each month we identify 2-3 people to **shout out from leadership** – people appreciate those shout outs, they stop by to thank me and let me know how much it means to them and **how much they love working here**. Managers regularly come to these meetings ready to make a recommendation on who should be recognized with a Leadership shout out.”



**Daphni Steffin, MBA**  
Chief Operating Officer