



About Community Counseling Center (CCC)

Community Counseling Center (CCC) is a non-profit behavioral health organization serving the public since 1974. As an Administrative Agent for the Missouri Department of Mental Health (DMH), and a Certified Community Behavioral Health Organization (CCBHO), CCC is entrusted to provide a full array of comprehensive behavioral health services within five southeastern Missouri counties of Bollinger, Cape Girardeau, Madison, Perry, and Ste. Genevieve.

Key Results

Performance management fills two important needs for Community Counseling Center: helping employees grow in their roles and providing required documentation for their certification with international and state mental health organizations. As CCC's five-county practice grew to more than 440 employees, BambooHR provided needed structure for performance conversations and automated the data-gathering process, making performance management more efficient and meaningful.

CUT ASSESSMENT TIME IN HALF: "The accreditation agencies CCC deals with still require some paper forms. Internally, however, the shift from a 10-page performance assessment document to BambooHR Performance Management cut hours from the total time managers and employees spent providing feedback and holding performance conversations.

"Nowadays the total time is about an hour, depending on the position: approximately 30 minutes to complete the assessment and another 30 for meeting with the staff and reviewing."

A RENEWED FOCUS ON EMPLOYEE GROWTH: Along with improving the speed of delivering assessments and responses, BambooHR Performance Management provided shorter and more targeted assessments to sharpen focus on improving employee performance.

"The new performance management process has helped our employees grow and develop by shifting the focus off of the money and moving it towards actual growth and professional development."

Jacob Alsup

Director of Recruiting and Hiring

See how BambooHR Performance Management helps this five-county mental health organization provide consistent and meaningful employee development.



INDUSTRY

Healthcare



LOCATION

Five counties in southeastern Missouri, USA



NUMBER OF EMPLOYEES

450



SOLUTIONS

Performance Management,
Onboarding Solution, Single
Sign-On with Okta

BETTER OVERSIGHT OF PROGRESS AND PERFORMANCE

DATA: With so many employees spread out over several counties, generating reports in BambooHR Performance Management helps Jacob find and follow performance trends. "I love being able to see at a glance all of the great data surrounding the assessments and progress."

The Challenge

Before using BambooHR, managers at CCC were spending up to three hours on performance assessments each cycle—often with half that time spent preparing the documents for the evaluation. With all the time it took, this process did little to affect performance.

"We have been using Performance Management semiannually for approximately three and a half years, and we have seen an average of 95.5 percent compliance with employees, and 95.25 percent compliance with managers... It is so easy to complete performance assessments with BambooHR, and you get so much data right at your fingertips."

JACOB ALSUP

LENGTHY ASSESSMENTS: "Prior to BambooHR, we did annual performance assessments based on a staff's hire date. This was a 10-page document rating an employee on a one to five scale based on performance factors and essential and non-essential job functions. The employee then completed a self-evaluation and established three goals."

MISSED PURPOSE: While the need for change was clear and the tools were present in BambooHR, it took time for Jacob to help managers understand a new approach to performance evaluations. "Unfortunately, not only was [the old system] a time intensive process, it also seemed that the sole focus (at least for staff) was the percentage of raise they would receive. Also, since there was no good way to track [goals], we had the tendency to set three goals and then forget about them when our annual review came back around."

ROCKY ROLLOUT: "After BambooHR went live, we had the bright idea to just jump right in and try assessments before truly

processing and developing a plan of action. The assessments were turned off after the first day. That was definitely on the administration side in project planning."

The Solution

Learning from his first attempt, Jacob made sure everyone was better prepared for the next performance management launch, spending time communicating with everyone who would participate. This made for a much more successful launch.

Overall, a shorter assessment helped CCC increase their assessment frequency, and additional performance reporting tools in BambooHR added insights into how well leadership decisions were helping employees engage and grow. Confidential assessments in BambooHR also helped ensure managers and employees gave thoughtful feedback instead of managers simply affirming employee self-assessments.

A WELL-PREPARED LAUNCH: "We prepared training materials, adjusted our questions, and really drove home the positives to the change. Communicate with your staff, take the time to plan, develop, implement and train on the process; and really get that buy-in from your executive team that this is what will work best for your company. Having that top-down buy-in truly makes the world of difference when it comes to your employee engagement with performance management."

MEANINGFUL REPORTS AND ACTIONABLE DATA: "We review the company performance report to see how the employees are feeling in regards to the company valuing them, [and] what would help them do their best work more often...we also use the engagement and contribution values to see where our barriers to growth and performance are located."

CONFIDENTIAL SURVEYS ENSURE ACCURACY: "The ability to 'lock down' the assessments until the manager and the employee have completed them can also show us misalignments and promote more transparency in the responses."

EASY TO USE, CUSTOMIZABLE TOOLS: "I would recommend BambooHR's Performance Management for its ease of use, additional customizability, and the reporting features available. It also promotes more transparent conversation between employees and supervisors."