



BREAKING POINT CHECKLIST



Are We at the Breaking Point?



This checklist helps program owners and leaders quickly assess whether their current incentive setup is approaching—or has already crossed—a breaking point.

If you **check four or more** boxes, your program is carrying meaningful risk.



Volume & Complexity

- Participant count has grown beyond what the original setup was designed to handle
- Rules have changed or expanded multiple times in the past year
- More than one data source feeds program calculations
- Calculations are difficult to validate quickly



Visibility & Confidence

- Leadership questions require manual analysis to answer
- Engagement is inferred rather than clearly visible
- Reports require explanation or interpretation
- Finance asks for additional payout verification



Operational Risk

- Payout cycles create anxiety or last-minute work
- Errors are discovered manually instead of systematically
- Exceptions are handled outside the core process
- Documentation lives across files, emails, or personal notes



People Dependency

- One person is essential to keeping the program running
- Coverage during vacations or turnover feels risky
- Admin workload spikes around launches and payouts
- Fire drills are accepted as “part of the job”



Reaching a breaking point doesn't mean the program has failed.

It means the foundation needs reinforcement.