



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

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Welcome, Alisha S Pettit

[Procurement](#)[Budgeting](#)[Accounts Receivable](#)[Accounts Payable](#)**Solicitation Response(SR)**

Dept: 0212

ID: ESR07122400000000295

Ver.: 1

Function: New

Phase: Final

Modified by batch , 07/16/2024

Header @ 2

[List View](#)**General Information**[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)[Clarification Request](#)

Procurement Folder: 1453543

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000038352

Legal Name: HEALTH ADVOCATES NETWORK INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 07/12/2024

Response Time: 19:31

Responded By User ID: hanstaff1

First Name: Andrea

Last Name: Goodwin

Email: contractsanalyst@hansta1

Phone: 800-928-5561

SO Doc Code: CRFQ

SO Dept: 0212

SO Doc ID: SWC2400000006

Published Date: 7/11/24

Close Date: 7/16/24

Close Time: 13:30

Status: Closed

Solicitation Description: STATEWIDE CONTRACT -TEMPORARY  
STAFFING SERVICES

Total of Header Attachments: 2

Total of All Attachments: 2



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Solicitation Response

**Proc Folder:** 1453543  
**Solicitation Description:** STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES  
**Proc Type:** Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2024-07-16 13:30	SR 0212 ESR07122400000000295	1

**VENDOR**  
VS0000038352  
HEALTH ADVOCATES NETWORK INC

**Solicitation Number:** CRFQ 0212 SWC2400000006  
**Total Bid:** 0  
**Response Date:** 2024-07-12  
**Response Time:** 19:31:10  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

<b>Vendor</b>		
<b>Signature X</b>	<b>FEIN#</b>	<b>DATE</b>

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOUR	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

**Commodity Line Comments:** Please see attachments for technical and cost proposal

**Extended Description:**

TEMPORARY EMPLOYEE STAFFING SERVICES:  
 Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.  
 If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.



RESPONSE FOR:

**CRFQ 0212 SWC2400000006**

**Statewide Contract- Temporary Staffing  
Services**

**State of West Virginia**

FROM:

**Health Advocates Network, Inc.**

**DBA Staff Today**

**COVER LETTER**

**SUBJECT: CRFQ 0212 SWC2400000006- Statewide Contract- Temporary Staffing Services**

Health Advocates Network, Inc. (HAN) is submitting the following proposal for the State of West Virginia for CRFQ 0212 SWC2400000006 Statewide Contract- Temporary Staffing Services. Health Advocates Network, Inc. (HAN) is a C Corporation located in Boca Raton, Florida, and was registered in 2020. With the ever-changing market, HAN saw an opportunity to look at other modalities in the healthcare arena. HAN acquired Staff Today Inc (STI) and created a new division within HAN that provided allied and healthcare staffing. Because of this merger with Staff Today Inc (STI), HAN has benefited from a legacy of successful staffing experience. Staff Today Inc (STI) had been registered and providing full-service clerical and medical staffing since 2011.

At HAN, we believe that successful organizations are a product of experienced and talented employees. Our goal is to sustain the outstanding reputation of providing employers access to the most qualified jobseekers in the staffing industry. Our expertise in staffing solutions has given way to the discovery and development of talented individuals, who meet any employers' needs, across a wide range of job categories that we serve.

Health Advocates Network is a full-service clerical & medical staffing agency that specializes in the placement of experienced nursing, allied healthcare professionals, administrative, clerical, and light industrial workers, on long and short-term contracts in West Virginia and across America. HAN is more than willing and capable to handle these and any additional requirements of this contract. HAN is well-capitalized, having the trust of a very sophisticated investor group. This financing allows for strategic growth organically and through acquisitions, giving HAN the flexibility to invest resources to meet facility-specific needs.

HAN is competitive and our mission is to function as a center and leader of the Staffing Industry. HAN is a diversified staffing solutions organization, comprised of a cohesive team of innovative people, and dedicated to providing the highest quality situational staffing solutions with the greatest value.

HAN confirms that it has read the CRFQ in its entirety, including all links, and all Addenda released in conjunction with the CRFQ. HAN is committed to providing the necessary temporary staffing services as required by the State of West Virginia in the CRFQ and the Anticipated Contract. HAN makes full acceptance of the terms and conditions described in this CRFQ.

The undersigned person is the contact person, she has contractual responsibility, and she is authorized to bind HAN to the terms of the proposal with State of West Virginia.

Sincerely,

A handwritten signature in black ink, appearing to read "A Goodwin".

Andrea Goodwin  
Director of Sales and Operations  
Tel: 800-928-5561  
Fax: 877-858-6263  
Email: Andrea.Goodwin@hanstaff.com



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1453543			<b>Reason for Modification:</b>
<b>Doc Description:</b> STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
<b>Proc Type:</b> Statewide MA (Open End)			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-07-01	2024-07-16 13:30	CRFQ 0212 SWC2400000006	1

BID RECEIVING LOCATION

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

VENDOR

**Vendor Customer Code:** VS0000038352  
**Vendor Name :** Health Advocates Network, Inc. DBA Staff Today  
**Address :** 100 N  
**Street :** Barranca St. Suite 430  
**City :** West Covina  
**State :** CA **Country :** US **Zip :** 91791  
**Principal Contact :** Andrea Goodwin  
**Vendor Contact Phone:** 800-928-5561 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

Vendor  
Signature X

FEIN# 84-4187795

DATE 07/11/2024

All offers subject to all terms and conditions contained in this solicitation

<b>ADDITIONAL INFORMATION</b>
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.
Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

<b>INVOICE TO</b>	<b>SHIP TO</b>
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City US	No City US
WV	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**  
TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line and attach the pricing page to their bid.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03



	Document Phase	Document Description	Page 3
SWC2400000006	Final	STATEWIDE CONTRACT - TEMPORARY STAFFING SERVICES	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

State of West Virginia  
Centralized Request for Quote  
Service - Prof

<b>Proc Folder:</b> 1453543			<b>Reason for Modification:</b> ADDENDUM_1
<b>Doc Description:</b> STATEWIDE CONTRACT -TEMPORARY STAFFING SERVICES			
<b>Proc Type:</b> Statewide MA (Open End)			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-07-08	2024-07-16 13:30	CRFQ 0212 SWC2400000006	2

BID RECEIVING LOCATION

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

VENDOR

**Vendor Customer Code:** VS0000038352  
**Vendor Name :** Health Advocates Network, Inc. DBA Staff Today  
**Address :** 100 N  
**Street :** Barranca St. Suite 430  
**City :** West Covina  
**State :** CA **Country :** US **Zip :** 91791  
**Principal Contact :** Andrea Goodwin  
**Vendor Contact Phone:** 800-928-5561 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Mark A Atkins  
(304) 558-2307  
mark.a.atkins@wv.gov

Vendor  
Signature X

FEIN# 84-4187795

DATE 07/11/2024

All offers subject to all terms and conditions contained in this solicitation

**ADDITIONAL INFORMATION**

ADDENDUM\_1 is issued for the following:

1.To publish the Purchasing Division's response to the questions submitted by Vendors during the Technical Questioning period.

No other changes made.

-----  
The West Virginia Purchasing Division is soliciting bids to establish a Statewide Open-End contract for (17) specific Temporary Job Classifications commonly required by State Agencies in all 55 counties in West Virginia, per the attached documents.

Note: Vendors bidding on each classification will be required to provide the job classification to all State Agencies throughout the State of West Virginia.

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TEMPORARY EMPLOYEE STAFFING SERVICES	0.00000	HOURL		

Comm Code	Manufacturer	Specification	Model #
80111600			

**Extended Description:**

TEMPORARY EMPLOYEE STAFFING SERVICES:

Note: Vendor must use Exhibit\_A Pricing Page(s) for bid pricing and submit with bid.

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**SCHEDULE OF EVENTS**

Line	Event	Event Date
1	Technical Questions due by 2:00 PM EDT	2024-07-03

	Document Phase	Document Description	Page 3
SWC2400000006	Final	STATEWIDE CONTRACT - TEMPORARY STAFFING SERVICES	

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ 0212 SWC2400000006**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

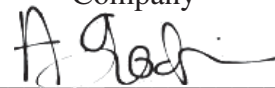
(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Health Advocates Network, Inc. DBA Staff Today

Company



Authorized Signature

07/11/2024

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Andrea Goodwin, Director of Sales & Operations

(Address) 100 N Barranca St. Suite 430 West Covina CA 91791

(Phone Number) / (Fax Number) 800-928-5561 / 877-858-6263

(email address) Andrea.Goodwin@hanstaff.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through WV OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Health Advocates Network, Inc. DBA Staff Today

(Company) 

(Signature of Authorized Representative)  
Andrea Goodwin, Director of Sales and Operations

(Printed Name and Title of Authorized Representative) (Date)  
800-928-5561 / 877-858-6263

(Phone Number) (Fax Number)  
•Andrea.Goodwin@hanstaff.com•

(Email Address)

**Statewide Contract  
CRFQ 0212 SWC2400000006  
TEMPORARY STAFFING SERVICES  
(TEMP24)**

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**10. VENDOR DEFAULT:**

**10.1.** The following shall be considered a vendor default under this Contract.

**10.1.1.** Failure to perform Contract Services in accordance with the requirements contained herein.

**10.1.2.** Failure to comply with other specifications and requirements contained herein.

**10.1.3.** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

**10.1.4.** Failure to remedy deficient performance upon request.

**10.2.** The following remedies shall be available to Agency upon default.

**10.2.1.** Immediate cancellation of the Contract.

**10.2.2.** Immediate cancellation of one or more release orders issued under this Contract.

**10.2.3.** Any other remedies available in law or equity.

**11. MISCELLANEOUS:**

**11.1. Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Andrea Goodwin  
**Telephone Number:** 800-928-5561  
**Fax Number:** 877-858-6263  
**Email Address:** Andrea.Goodwin@hanstaff.com

## Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: Health Advocates Network, Inc. DBA Staff Today  
(Vendor)

Name of Agency: State of West Virginia, WV Purchasing Division

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Included but not limited to the following:

Personal Health Information  
Personal Identifiable Information  
Social Security Number  
Addresses  
Tax Identification Information  
Personal Phone Numbers  
All Correspondence marked Confidential  
Financial Information  
Financial Account number  
Credit Card Numbers  
Debit Card Numbers,  
Driver's License Numbers,  
State ID Numbers  
Marital Status  
Home Address



# COMPANY BACKGROUND AND EXPERIENCE

### **Company Profile**

Health Advocates Network, Inc. (HAN) is led by some of the most experienced and respected health care staffing executives in the industry, who are driven to propel the organization to become one of the most successful staffing companies. Guided by its core values of quality and career advocacy, HAN remains steadfast to its commitment to career growth and development for all team members so they may navigate their own future and grow within the company.

HAN is well capitalized, having the trust of a very sophisticated investor group, most of whom were also investors with Medical Staffing Network and Accountable Healthcare Staffing, companies the executive team previously founded and managed. This financing allows for strategic growth organically and through acquisitions, giving HAN the flexibility to invest resources to meet facility-specific needs.

HAN understands the importance of client-specific solutions for recruitment, account management, credentialing/compliance and skill matching. HAN values and continuously strives to be a trusted employer for individuals providing these and other critical functions within its clients' organizations.

The demands within the healthcare staffing space require a more sophisticated partner who knows and can recruit and credential with solutions that are grounded in understanding the needs of healthcare facilities. After founding two nationally recognized healthcare staffing companies, HAN gained a reputation as a leader in providing high-quality services and setting the standard for qualifying candidates. We are entrepreneurial and are recognized for our ability to start and quickly scale a business based on quality and service excellence.

**HAN is also certified by the Joint Commission as a healthcare staffing firm and abides by the standards set.**

### **Proposed Scope of Services**

HAN exist to take the details of hiring off your busy plate. HAN has professional and experienced team members ready to assist businesses throughout the entire hiring process. Interviews, background checks, and placement is the responsibility of our staffing firm. Companies who work with HAN save time, money and receive quality employees for temporary, permanent and seasonal positions.

Whether the need is for short-term or long-term employees, HAN has a large inventory of employees perfect for the position. In-depth interviews and background checks allow our staffing firm to place the right employees with the right company. Additionally, a variety of skill sets, including nursing, clerical, allied health, mental health and dental staff exist amongst our employees, making it easy to satisfy companies across many industries.

HAN has established the best way to ensure the proposed resumes meet our clients' requests by performing job profiling and establishing guidelines that assist us in identifying the skill level required to succeed in specific work environments. HAN continues to enjoy continued success because of our recruiting and matching processes. HAN employs management practices designed to quickly recruit and hire skilled temporary and permanent workers for any position/profession.

A multi-step interview process, background checks, and drug screenings allow us to place good, quality employees at the great client companies we work with. Trust HAN to hire temporary and permanent workers you will want to keep around.

HAN reports are customizable and the facility can create their own to meet their specific reporting needs. Reporting requirements are identified during the discovery phase of implementation. Our software also incorporates a unique report distribution service which can deliver reports to user's email at predetermined intervals of time. This fully automated capability makes reports available to users when they are most needed and effortlessly accessible through a simplified link thus saving money spent on postage to mail out reports and eliminating the need to travel for audits because everything is available electronically.

HAN utilizes factors such as environment, culture, structure and goals in obtaining the best qualified candidates who not only can meet the client's needs but have the strongest likelihood of success in the client's particular work environments.

At HAN, a trusting relationship with clients and employees is crucial to the success of our business. Customer Service is one of most important aspects of our business. We take great pride in our constant effort to communicate and provide only the best customer service to the businesses we work with. We work to maintain clear communication with our clients and employees to ensure the job gets done correctly. All questions and concerns are welcomed and encouraged to help make the hiring process more successful overall.

We know that your time is valuable, so we pride ourselves on offering comprehensive services in an efficient manner. Some of the advantages you will find with HAN include:

- Fast and effective response to requests
- Thorough screening process
- Proven, high-performance employees
- Exceptional service at competitive rates
- Satisfying employer/employee relationships

Name of primary contact person and alternate contact person who will handle personnel requests and answer questions about the company's role in the proposal is below.

Primary Contact: Andrea Goodwin  
Title: Director of Sales and Operations  
Telephone: 800-928-5561 x. 109  
Emergency after hours: 626-626-1419  
Fax: 877-858-6263  
Email: Andrea.Goodwin@hanstaff.com  
24/7 Email: HR@stafftoday.com

Alternate Contact: Abigail Mamboleo  
Title: Branch Director  
Telephone: 800-928-5561 x111  
Fax: 877-858-6263  
Email: Aby.Mamboleo@hanstaff.com

### **Prior and Current Experiences Providing Similar Services**

HAN provides staffing services nationwide and has accumulated a database of over five thousand personnel that can be resourced to fill any needs of this contract. HAN's Staff Today Division's client base is 95% government institutions including federal, state, and county, 5% is private institutions.

With the combination of an experienced management team, HAN has a total of over 30 years in the staffing industry, and has resulted in excellence in providing medical, allied staffing, legal, administrative, clerical, and needs. Some of our successful past and current experiences within the last five (5) years include the following:

- **West Virginia DAS – Food Service Worker – 8/15/2023 - Present**
- **West Virginia – Statewide Health & Human Resources Operations - Direct Care Staffing – 2020 - Present**
- **West Virginia - Statewide Health & Human Resources Operations - Direct Care Staffing (Medical Technician (MT) Medical Laboratory Technician (MLT) – 5/13/2021 – Present**
- **West Virginia – Direct Care Staffing Services – 10/2/2023 – Present**
- **West Virginia - Statewide Health & Human Resources Operations - Veterans Nursing Facility - Direct Care Staffing (RN, LPN) – 4/20/2023 - Present**
- CA Orange County Health Care Agency – Registry Staffing Services – 5/9/2023 – Present
- L.A. County Fire Dept. Temporary Staffing Services such as Administrative Assistant I-III, Staff Assistant I-III, Secretary, Senior Secretary I-III, Procurement Aide, Payroll Clerk, Information Technology Aide, 12/1/2015-12/1/2018
- Oklahoma State University and the A&M Systems – Temporary Staffing Services – October 2020 – Present
- Kansas Department of Administration – Temporary Staffing – 08/2020 – Present
- Missouri City of Columbia - Temporary Employment Services – 08/2020 Present
- County of Orange, Superior Court of California Office Assistant, Office Specialist, Store clerk, Accountant, Accounting Assistant, Collection Specialist, Financial Services Manager, Procurement Specialist, Senior Accountant, Senior Accounting Assistant, Associate Human Resources Analyst, Human Resources Analyst, Senior Human Resources Analyst, Principal Human Resources Analyst, Associate Research Attorney, Research Attorney, Senior Research Attorney, Data Analyst, Java Developer, Database Administrator, Project Manager, Quality Assurance Analyst, Technical Writer, Network Administrator, Help Desk Technician, Telecom System Coordinator, Telecom System Specialist, Other Positions, 11/2/2015-10/31/2020
- Sacramento Municipal Utility Department (SMUD) - (Admin, legal, clerical, and accounting services) – 11/2/2015 – 10/31/2020
- City of Anaheim – Provide temporary staff such as Administrative Assistant, Building Permit Tech I & II, Clerk, Customer Service Specialist, Data Entry Operator, Executive Secretary, Office Specialist, Personnel Specialist, Police Records Specialist, Public Utilities Customer Service Rep, Purchasing Assistant, Secretary, Accounting tech, Senior Accounting Specialist, Legal Clerk, Legal Secretary, Litigation Support Specialist, Library Clerk, Librarian, Staff Analyst, Accountant, Senior Accountant, Principal Accountant etc.. 01/2016-12/31/2019
- Cooperative Agreement -NASPO Value Point – Temporary Employment Services(Administrative Support-incl Office & clerical, Healthcare Staffing Services, Information Technology & Professional Services) for Various States 02/01/2017-02/02/2022
- City of Irvine – Administrative/clerical services – 2/2018 – Present
- Los Angeles Department of Beaches and Harbors – Temporary Staffing Services - 2/2018 – Present
- Department of Corrections, Orange County, Florida – Staff Assistant, General Accounting Clerk, Data Entry Operator, Administrative Support Clerk, Administrative Assistant, Secretary 3/1/2015-2/28/2018
- Financial Information System for California (FisCAL) – Temporary Staff Services – 01/21/2015-10/23/2016 & 11/01/2015-05/01/2017

- State of New York Office of General Services – Administrative Services Contract (Provide temporary Clerical, Financial, Dental, Allied health, Legal, Nursing & Medical Staffing Services to various New York State Entities)- 2012-Present
- Commonwealth of Pennsylvania - Temporary Clerical Staffing 8/1/2017-7/31/2020
- Fort Worth Independent School District Temporary staffing services 9/1/2015-5/31/2021
- Wisconsin State; Non-IT Temporary Help Services 6/30/2017-6/30/2020
- Houston-Galveston Area Council (HGAC) – Temporary Services – 6/1/2017-5/31/2021
- University of Oregon – Administrative services – 2/2018 - Present
- Erie County Medical Center Corporation – Temporary Staffing – 12/8/18-12/9/2018
- City of Moreno Valley - Temporary Staffing Services 6/30/2012-6/30/2015
- Department of Navy, Human Resources Service Center – Temporary File Clerks and Administrative Assistant – 09/28/2011-09/12/2012
- CareOregon - Temporary Staffing Services – 12/22/2022-12/21/2025
- CA Riverside County - Temporary Staffing & Locum Tenens Services – 7/1/2019 – 6/30/2024

HAN has associates working in various facilities/institutions all over the country as displayed above & most of our clients are government-owned agencies and institutions and that is why we feel we are best suited to provide services under the anticipated agreement.

As such, HAN has the experience, capabilities and resources at both the organizational and individual levels to provide Temporary Staffing Services to programs comparable in size, scope of work, and urgency as found within this solicitation. When the office is closed an on-call coordinator is available to provide qualified temporary and permanent staff quickly. This Contract will be responded to via order by order basis. We will provide accurate reports. We shall provide staffing during holidays and weekends as needed. We shall provide all the pertinent information and employee certifications or licenses before the work commences. The availability and commitment of our key executive staff will guarantee that the facility will be provided with the most qualified personnel available. HAN will be successful in filling the staffing orders for all the Temporary Staffing Services proposed. This is because we already have qualified people in our database who can fulfill the requirements.

HAN provides the best in background checks, personnel screening, physical exams, drug testing and job-specific skill testing. We will function as an objective advocate to facilitate any and all conflict resolution and will provide annual and special evaluation forms so that we can be provided with feedback as part of our quality control initiative.

HAN will provide the best tailored services, the best personnel, with the required qualifications for each order.

### **Staffing Methodology and Approach**

HAN recruiters receive extensive training in order to identify experienced and qualified candidates to service our client accounts. Upon contract award, the Contract Manager will host an orientation with their Recruiters that is tailored to the staffing qualifications and contract terms for the awarded contract. Our Recruiters will become familiar with the specific requirements of the contract and the qualifications of the personnel needed to satisfy those requirements. These specifications and requirements will be used as a benchmark for recruiting experienced candidates.

After several years of staffing experience, HAN has established and adopted a very thorough and effective approach in providing quality services to our clients. The Personnel ordering process is described below:

- 1) A personnel request order may be placed by the client via fax, telephone, or email.
- 2) It is then entered into our database system.
- 3) An acknowledgement is sent to the client to confirm order and collect any pertinent information regarding the position.
- 4) A search is made in our system to identify potential candidates that match the skills requested.

- 5) A report is generated listing the candidates found and contact with the employee is made by phone and a description of the work to be performed is given, including pay, hours, facility location etc. If the employee is interested, we will request documentation that meets the minimum qualification and experience for the corresponding job titles in the classification system.
- 6) Depending on the duration and scope of the requested service, we will decide upon the appropriate action in regard to security clearance or any additional testing as needed.
- 7) Some of the candidates in the database have previously worked in other assignment hence have everything in file and may start work immediately if they match the skills requested and have completed application profiles in the database.

Once an order is placed and the potential candidate is found, contact with the employee is made by phone and a description of the work to be performed is given, including pay, hours, facility location, and licensing requirements. Then, if the employee is interested, we will request documentation that meets the minimum qualification and experience as are used for the corresponding job titles in the classification system. We will send in a copy of the current class specifications to be maintained on file. We also keep all pertinent information regarding competency skills and other documentations in a database for easy access and audits.

Orders received are then entered into our system and an acknowledgement is sent to the client/facility. This takes 1-2 hours depending on mode used-fax or email. Our firm will take 24 hours to deliver resumes of the requested temporary or permanent personnel. This is considering the confirmation period, calling back wait times, and other factors that affect immediate response to this timeline. As we continue recruiting for the same position, we usually find shorter response times on the positions we recruit for. For example, if we call a candidate in our database and get a hold of them and they are interested the resume can be delivered within an hour because all pertinent information is already in our database thus after initial contact, we will submit them to the facility/client within 24hrs.

A Client could reasonably expect to conduct interviews within 48hrs. If drug testing is required prior to start of duty then an additional 24 - 48hrs because negative results are typically communicated the day after collection, while positive confirmations are typically communicated within 24 to 72 hours of the screening, with 40% reported the day after collection.

HAN usually will review more than one person for the requested service so that in case the one who goes to work does not fit we can provide a replacement thus keep staff supplied to our clients.

HAN can respond to emergencies and urgent requests as our clients are able to get a hold of a person 24 hours 7 days a week just by calling our after-hours phone. A live person will be able to respond and call someone to come in to work. Our normal response time for emergency calls is within 2 hours for employees in our database. For those not in the database we can still provide services within the 2 hours, but all the screening may not be completed. For example, drug testing takes 24-72 hours as mentioned above

HAN manages our clients in various geographical areas by assigning a recruiting manager who oversees a certain region and is given an orientation of the contract requirements for that area. She then relays the information to her recruiters who match candidates to fit the needs of the clients. For example, in Florida we found it necessary to set up an office to cater to the Orange County client. Thus, setting up local offices is an option that we are open to exploring if it helps us service the client better.

HAN has determined 9-step that are proven to work in hiring and selecting quality personnel, increasing revenue, reducing the stress that comes from dealing with problem employees, and increasing client satisfaction.

1. Phone Screen
2. Application
3. Assessment
4. Interview

5. Criminal Background Check
6. Work References
7. Personal References
8. Drug Screen
9. Client Interview

After only the first three steps we can disqualify those applicants that don't meet our standards, saving time and money, and move forward with those applicants that meet our criteria.

Once determination has been made that the applicant is a viable applicant it's now time to have them complete the Pre-employment Assessment. This assessment includes three components:

- Personality and Behavior Assessment
- Cognitive Reasoning
- Attitudes Assessment

These three components have been proven to be the most effective predictors of job performance, job satisfaction and retention. The Personality and Behavior Assessment will prove to be extremely beneficial in matching the right candidate with the right client. The Attitudes Assessment has been proven to help companies evaluate whether an applicant may display inappropriate attitude and behavior with a client. As we all know, one bad hire can be the difference between a profitable case and a failure.

#### **Ability to Fill Needs**

HAN has pioneered staffing methods and best practice strategies to meet the estimated project needs of the State of West Virginia as indicated in the CRFQ. By matching the thousands of candidates in our database with your needs and by tapping the knowledge and experience of our staffing experts, we can fill even the most difficult job positions. Our goal is to help you succeed in fulfilling your staffing needs by providing industry-leading resources, expertise and efficiency.

In today's highly competitive recruitment marketplace, HAN realizes the value of good talent. Every potential employee undergoes a thorough interview and testing process, which typically averages a minimum of two-hours. The individual is evaluated based on attitude, communication and on-the-job skills, prior work experience and academic history/training. We pay particular attention to what the applicant expects from his/her employment with HAN so that we can best gauge their level of responsibility, flexibility and career expectations. Our Database retrieval system maintains an extensive profile showcasing each associate's full range of skills, work experience, reference check information, I-9 completion, test scores and interviewer evaluations. Our computer system allows us to follow our employees from assignment to assignment and evaluate their on-the-job performance. HAN's thorough evaluation process enables us to offer you the best and most qualified contingent workforce in today's marketplace. Our agency will be successful in filling the orders since we already have qualified people in our database that are capable of fulfilling the requirements as outlined.

#### **Recruiting Efforts**

At HAN, we are dedicated to using multiple resources and methods to promote our candidates and locate the ideal opportunity that each candidate may be looking for. Our skill set/criteria based matching system is designed to create a perfect fit and allows us to retain both clients and candidates while building long term relationships.

At HAN, we understand that your staffing needs change with variations in your staff and population you serve. We also know that even the best companies/facilities are only as good as the team of staff/personnel that they employ. Our goal isn't just about filling your staffing shortages, it's about working collaboratively to make the right match, every time. We go beyond finding talent that works, to finding talent that optimizes staffing and resonates with your vision across every dimension of your organization.



Wading through applications of potential employees who do not meet the basic requirements for the position is part of our job. Our unique screening process is designed to filter out any candidate who isn't deemed to be the perfect fit for you. Every candidate is thoroughly assessed per your job requirements before we determine if they have the potential to be a successful part of your team.

Powered by skilled recruiters who understand staffing unique and ever-evolving challenges, we recognize the crucial importance of quality, accuracy, and timeliness in an industry where every decision impacts a company's well-being. We also realize that the best and brightest professionals are not always actively looking for a new position. We have the knowledge, skills, and experience to find passive job seekers and use our nationwide contacts and resources to help find the right candidate for your needs. With account managers averaging more than 10 years of experience in staffing, we have an innate ability of matching candidates with jobs and clients where they can truly make an impact. Our focus on making the optimal match has resulted in more than 90 percent of HAN candidates who are interviewed being offered the job. We guarantee you will only see the best of the best!

HAN is an experienced recruitment provider and our expertise in recruitment solutions has given way to the discovery and development of talented individuals, who meet any employers' needs, across a wide range of job categories that we serve. Our goal is to assist your organization in finding quality personnel using our seasoned recruiting team and proven recruiting methods. We have proven ourselves in providing reliable personnel to government, state and private institutions. Our combined team experience exceeds twenty years in the staffing industry, human resources, health informatics and information technology.

HAN is able to meet the personnel and staffing needs by utilizing a unique multi-brand strategy and a variety of proven and effective recruitment methods, HAN is able to attract the largest network staff all around the U.S. We strive for sustainable short and long-term solutions to our client's needs. We use many proprietary and innovative methods developed in-house to fill our positions with the best-available candidates. We have several vehicles of candidate sourcing that we utilize in pursuit of recruiting personnel, which include (but are not limited to) the following:

- **Internet Recruiting Strategies:** HAN has differentiated itself in the marketplace through aggressive use of technology as a recruitment strategy. By establishing a strong Internet presence with largely, famous web portal sites as well as our company brand sites, we have been able to recruit highly qualified professionals from across the nation. Our world-class Database performs most of the work for us, and our management and staff compliments this Database. HAN uses JobDiva software to run its day to day recruiting and order-filling functions, because this software allows us to place an order, track its status, confirm an employee, authorize timesheets, and so much more by a click of the mouse. This data base has a personnel skill matching capability with an excellent query. When a client calls us, it takes a moment for us to identify ideal candidates to the needs of our clients in our Database. HAN also utilizes websites such as CareerBuilder, Monster, and Indeed to complement our database and only give the highest graded candidate who match that specific order for placement. All our recruiting efforts and hiring policies are customized based on a client's scope of work, and the requirements of each project that HAN undertakes.
- **Direct mail:** Through our years of recruiting, we have developed an extensive database of personnel and their home addresses. Our datasets are meticulously structured, and we send out carefully crafted mail pieces in a methodical manner that optimizes responses
- **Cold calling:** Cold calling is the tried and true strategy for sourcing candidates, which is why we still use it today. Using an algorithm developed in-house, we can determine exactly which personnel meet the job's criteria and their likelihood of responding positively. This can drastically shorten the time wasted cold calling candidates who aren't qualified and decreases the overall cost of sourcing.
- **Email distribution:** At HAN, we source most our candidates through our email distribution efforts. We have an in-house tech team dedicated to ensuring our email efforts are unmatched by anyone in the industry.



- **Passive candidate networking:** It's not an uncommon occurrence for us to learn of an organization need of a candidate and for us to already have a short-list of candidate looking for a career jump into that exact position.
- **Referral bonus-based sourcing:** Referrals continue to return the highest-qualified and best-fitting personnel and we encourage this with a financial incentive -- either to the referrer or a charity of their choice.

The following additional strategies will be utilized to help meet the needs of large and or emergency order requests.

- Job Fairs
- Social Media Recruiting
- Online Recruiting
- Referral Program
- Print advertising/flyers
- Recruiter Networking – with work source centers, back to work programs, One Stop, EDD
- Controlling Turn Over – Service Bonuses

### **Diversity Recruitment**

Achieving diversity is an increasingly important aspect of HAN recruitment practices. HAN sees diversity as an important way to promote fairness and equity in the workplace, foster communication, creativity, innovation, and respect among members of the workforce, and thereby increase our ability to provide high-quality services to the clients we serve and the community.

HAN seeks to increase the representation of minorities, women, veterans, and the disabled, especially in occupations and grades where they are currently underrepresented. As such, diversity is a key aspect of our recruitment strategies. And below is a list of some of the strategies we employ to ensure equity through our work: -

- Establishing intern programs targeted at minorities,
- Partnering and networking with professional associations and organizations whose members consist of persons who have been traditionally underrepresented in the labor force;
- Advertising in publications and on web sites whose focused readership include minorities, women, veterans, and the disabled;
- Partnering with military transition centers;
- Using targeted mailings and e-mailings; and
- Partnering with special emphasis event coordinators

## **Background Checks**

HAN provides our clients a wide range and alternatives in the criminal history searches. This is performed based on the contractual agreement. The following are some of the background checks performed:

- ❖ **CRIMINAL HISTORY SEARCH** - This can be done on either a county level or, in some jurisdictions statewide search. The primary differences between the two searches are the time for return of product and the information contained in the report. Any search of an applicant who has been at their current residence for less than one year, begin at their prior residence.
  - **CORS** - This is our nationwide criminal history search tool and, as a screening tool, it is a wonderful addition to other products. This search includes hundreds of thousands of names of individuals charged with felonies and/or misdemeanor offenses; it touches every state, and includes a nationwide search of registered sexual offenders, departments of corrections, administrative office of courts, state repositories and county court records. In addition, some proprietary records are included from a variety of investigative sources. Because records from some of these sources, no matter who the provider is, may not be updated on a regular basis including some where the information is only updated on an annual basis. HAN does not recommend this as the only search to be conducted for criminal history information. It is a wonderful tool to identify areas not disclosed by a candidate that might require additional research.
  - **County criminal history search** – This information is obtained directly from the source-county. It should be noted that the only information available at this level is that which demonstrates incidents which took place in the one county. Incidents in a neighboring county will not be reported. The time period available from the courts will vary by jurisdiction. Generally, there will be a minimum of three years with the majority of courts providing at least seven years and some as many as 25 years or more. HAN searches county courts throughout the United States. In some jurisdictions, only the county level courts can be searched. California is an example of this research level. All searches are conducted to meet the guidelines of the state and national FCRA requirements and limitations.
  - **Statewide criminal history repository** – These repositories are generally maintained by a state agency such as the police department or administrative office of courts. In each state where a repository is retained, every jurisdiction is supposed to report information regarding both arrests and dispositions. The fact of the matter is that not all data is necessarily transmitted to the repository. That being said, more information is recorded than is visible in a single county search. Unfortunately, as in California, there are some states where the complete repository is not publicly disseminated. In these areas the only research that can be conducted is at the county level. If a candidate has lived in surrounding states, then a statewide search may be conducted. Statewide repositories often go back as much as 50 years and whatever information is recorded are also reported as long as it falls under Fair Credit Reporting Act compliance at the national and/or state level.
  - **Federal court searches** – Records of criminal offenses committed at the federal level, generally cases involving multiple jurisdictions, can be researched but are generally difficult to assure the identity of the person in question. Many of the cases will identify only the name of the subject with no other confirming identifiers. Unfortunately, this can lead to many “possible” records being found.
- ❖ **CREDIT REPORT** – This is a search of the prominent credit reporting agency for the applicant's residence. This provides information relative to the financial stability of the applicant and the applicant's overall sense of responsibility as well as confirmation of biographical data.
- ❖ **DRIVING RECORD** – This is either a three- or seven-year report of all violations filed against an individual's driving history. This report is also valuable in confirming the biographical information provided by the applicant.
- ❖ **EMPLOYMENT VERIFICATION (TELEPHONIC)** - Contact is made with an applicant's previous and, if authorized, current employer to learn more than just the dates of employment, salary and position held by the applicant. Reporting includes a comparison of the original application to determine any contradictions as well as any derogatory information that may be provided.
- ❖ **EMPLOYMENT VERIFICATION (GOVERNMENT RECORDS)** - A search of records provided to the Federal government of all FICA earnings reported by the applicant's employers. This information is obtained through

the signing of a special release form and will divulge concealed employments. For example, one study utilizing this report, at a large financial institution, found omissions or significant exaggerations on 40% of their applicants to include omissions from one to nineteen prior jobs in the past five years.

- ❖ **REFERENCE/CHARACTER VERIFICATION** - Contact is made with both supplied and developed references to learn more about the character of the applicant. The interviewing of these persons is done in a manner to elicit information about the applicant's social habits.
- ❖ **SOCIAL SECURITY NUMBER SEARCH AND VALIDATION (Back-Trac)** - This report contains the date and state in which the number was issued along with name and address history based on matches to the social security number submitted to a large number of public records and proprietary databases. The sources of this data may contain errors and omissions and thus cannot be used for employment decisions. It is used to corroborate names, addresses and associated dates that may or may not appear on the application and helps to provide a more comprehensive background investigation.
- ❖ **MALPRACTICE HISTORY** – Research is conducted through a variety of sources to determine any history of these records. Obviously, during employment verification, this is a topic of concern and may or may not be responded to by a previous employer. Secondly, searches conducted through state licensing regulators may disclose reports of wrongdoing, and a final option would be through the Health and Human Services Office of the Inspector General of the Federal Government. This is a search of persons who have been excluded by the government from receiving payment for any items or services involving a government transaction due to a violation of the law.

### Drug Screening

HAN is committed to a drug-free, safe and healthy work environment. A minimum 5 panel pre-employment drug screening is performed on applicants. Any non-negative result will contribute a violation of HAN's Substance Abuse Policy and applicant will not be hired. HAN will also require active employees to submit to drug screening if the client/facilities share concerns of reasonable suspicion at any time during employment.

Our drug testing is outsourced and done by Emerge who have their own in-house MRO's. This company offer rigorous pre-employment screenings and ensure a wide variety of drug testing locations for our employees/clients to choose from. They also offer extended hours for drop-in or pre-scheduled appointments, making it as convenient as possible for the employee to integrate into our company's risk management program.

- A prospective employee would give a sample at a local clinic or vendor location.
- The drug screen results are reported directly to HAN. Negative results are typically communicated the day after collection, while positive confirmations are typically communicated within 24 to 48 hours of the screening, with 40% reported the day after collection.

HAN has agreements with our vendors to ensure they perform 5-10 panel pre-employment drug screening on applicants. We then upload and keep the pertinent information in the system to help assist our candidates in making a transition into new work environments.

### Detailed Employee Screening/Selection Process

- **Initial Telephone Screening:** During our initial phone Interview of a candidate, we ask questions relative to their motivation to make a job change, education, credentials and licensure, experience, and references. We also verify that the candidate has a minimum of the required employment experience.
- **Employment Application:** A complete application, including education, work history, and references is required prior to candidate consideration.
- **USCIS Employment Eligibility Verification, including E-Verify:** We verify work eligibility in accordance with INS regulations.
- **Skills Proficiency Checklist** – Office software testing, ethics, typing etc. This list aids us in matching the candidates' skills with available position skill requirements.

- **Competency Testing:** To assess the skills and validate technical qualifications of qualified candidates
- **Comprehensive Interview:** Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic.
- **Background Check:** We conduct a comprehensive background check consisting of: 1) Social Security Match (Name, Number, Date-of-Birth, and Gender); 2) OIG/HHS - Excluded Individuals; 3) EPLS/GSA - Excluded Parties List System; 4) Criminal Records (both County and State); 5) Motor Vehicle Records; 6) State Sexual Predator/Abuse Registries; 7) Professional Licenses with Disciplinary History. This background check of professional credentials validates the certification or licensure is valid, within expiration, and reveals any disciplinary actions taken. Additional background check information is performed as a pre-placement requirement as requested by client facilities.
- **Summary of Professional Credentials:** We require a complete listing of all professional credentials from each employee – specifically those that qualify them for a specific position, which we then verify via our Background Check.
- **As needed - 10-Panel Urine Drug Screen:** The test screens for standard drugs of abuse and more commonly abused prescription medications.
- **Professional Reference Sourcing:** We perform one-on-one, direct sourcing of professional references, requiring at least one reference be obtained from a former Supervisor within the prior 2 years whenever possible.
- **Client Interview:** Some clients choose to interview the candidate prior to commencement of work. Otherwise the candidate is ready to start work after all the screening by HAN.

### Clinical Assessments

Clinical assessments are done online by prophecy and it encompasses an extensive exam library. These clinical competency exams include OSHA and Joint Commission mandatory nursing and allied assessments, as well as clinical checklists.

- *Related certifications:* Depending on the professional and/or discipline, the applicant is required to maintain certain minimum certifications. HAN requires a copy of the certification and depending on the certification, HAN does online verifications. Verifications are done when the applicant applies and also when it is time for renewals. HAN's operating system generates a report identifying any expiring certifications within a 30, 60, and 90-day period. The employee is then notified to submit renewed documents. An employee is not allowed to work with expired certifications and is blocked from being booked into shifts until all issues are resolved.
- *License verification:* HAN requires all applicants licensed in more than one state to have each license verified as part of the hiring process. Current employees have all licenses re-verified at time of renewal.
- *References upon hire:* HAN requires a minimum of two positive work references from the current and past work history of the applicant.
- *Core/specialty competencies (BLS/ACLS as applicable):* Evaluation of an applicant's competency is a process that encompasses multiple venues: Interviewing the applicant, reviewing recent work experience, current CPR card or advanced training card when working in a specialty area (ACLS, PALS, NRP)
- *Pre-employment health screening:* HAN requires that upon hire all field employees will provide authorized documentation of their being in good physical and mental health, free from communicable disease, and the ability to perform the duties of a healthcare professional without physical limitations. Documentation of Tuberculosis screening within the past 12 months is specifically required at the time of hire and annually from the date administered thereafter. Proof of immunity status for any specific communicable disease in addition to Tuberculosis will be necessary where indicated by state or facility contractual requirements.
- *HIPAA compliance:* HAN complies with all provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and has in place operating policies which reflect HIPAA compliance
- *Time and attendance:* All employees are expected to honor shift commitments by arriving on time. In the event of an employee cancellation, HAN will make every effort to replace the employee with another qualified

employee. HAN employees will follow all requirements in regards to shifts hours, sign in procedures, and call in guidelines as defined by the client facility.

- *TB screening (PPD):* TB screening (PPD or Tuberculosis Screening Record completed if history of positive PPD) will be completed.

In addition to the screening services above, HAN does license verification with every board that certifies various professionals. For example, prior to sending a nurse to a facility we will ensure that the license is current and free of holds or disciplinary actions by checking with the State Board of Nursing. As stated, clinical assessments are done online by prophecy and it encompasses an extensive exam library.

HAN clerical assessments are also done online. Technical assessments have an average of 50 questions each; most other assessments have between 25 and 30 questions. Once the candidate has completed the assessment he or she would not be able to re-enter that assessment. To complete an assessment, the candidate must answer all questions presented or choose to leave the assessment early. If the candidate is unable to complete the assessment due to loss of Internet service or other computer problems, he or she will be able to re-enter the assessment. In most cases, the candidate will be able to pick up where they left off. Due to the nature of some assessments (such as Typing or Data Entry), questions must be answered in one sitting and in a sequential order. For these types of assessments, the candidate will be able to re-enter the assessment but would have to begin again from the first question.

Our employment test portfolio includes aptitude, personality, and basic skills tests, and our TestMaker feature allows us to generate our own proprietary tests. Thus we can tailor our tests specifically according to the needs of our clients.

### **Orientation**

HAN orientation process has three stages: The first stage is mainly performed by us. The other two stages vary depending on the client.

- A general orientation
- A departmental orientation, and
- A specific job orientation

The above stages are conducted by different parties and vary from client to client. The General Orientation is usually managed by HAN. Our general orientation starts by making the worker feel at ease. We ensure that they have received and had enough time to read the employee manual ahead of orientation time. At orientation, we cover the following: -

- Dress code
- Working hours
- Parking
- Directions
- Supervisor name
- Dates of work
- Time card preparation
- Phone number (HAN and Clients')

We also explain to the worker who the Management is and help them get acquainted with the operation of our organization and that we are their employer. We try to allay their fears and doubts by covering subjects such as the difficulties new employees experience, turnover figures, how people assimilate better, about how they can turn to us for any difficulties they experience, be it regarding their rejection by existing staff, client staff employees or other matters. We always let our candidates know they can always turn to us for confidential advice. The upper management also always welcomes the new candidates as part of orientation and assures them of management's commitment to helping them succeed.

At orientation, we assure the candidates that they are part of our team and as such we welcome their observations, comments, and critiques. Last but not least, we share company goals with them and ask what their own personal and career goals are and try to mesh their own goals with the company goals. This orientation strategy has proven to be highly successful and cuts down on turnover drastically, engenders trust, cooperation and motivation.

The departmental orientation is usually carried out by the client facility some actually have in class orientation and others just do a general orientation. This orientation is usually client specific and may or may not be applicable depending on the contract.

### **In-Service Training Results & Qualifications**

HAN utilizes a software system to track wages, licenses, expiration dates, qualifications, experience, training results, and other pertinent information that are used to provide excellent finger-tips evaluation of candidates prior to submission to the client. This system is also used to evaluate and track performance of candidate's vs. client's needs and print reports to help make our retention and customer service surpass other companies in the staffing industry.

### **In-Services**

Based on individual clients and different contract requirements, HAN structures the in-service requirements upon hire and annually thereafter to meet clients' compliance including: Age Specific, Disaster Preparedness, Cultural Diversity, Environmental Safety, Fire Safety, Hazardous Chemicals, HIPAA, Infection Control/ Blood-borne Pathogens, Abuse, Domestic Violence, Ethics of Healthcare, National Patient Safety Goals, Pain Awareness, Patient Restraints, Patient Rights, and Workplace Violence.

### **Quality Management & Assurance**

HAN is fully committed and invested in delivering the highest quality services to its clients and suppliers. Through the synthesis of our people, process, and technologies HAN delivers a customized solution to meet the exacting needs of each client and their individual departments and users. At each step of the way quality is assessed, measured, and reported to our clients along with metrics and recommendations to support necessary change management for improved results.

The HAN's technology systems allow our clients to clearly account for and report on quality measurements that matter to facilities. With configurable and customizable tracking features, HAN is able to implement an objective reporting tool with the flexibility to meet the ever changing needs of the healthcare industry and our clients.

In addition to quality service delivery, HAN has a Quality Assurance Team dedicated to risk management and quality delivery of services and support. The QA Team, located in our Covina, CA office is responsible for audits on credentials, data management, and our survey processes. Every quarter, our clients and/or suppliers are surveyed for their feedback and recommendations regarding our performance from the Program Management and support teams. These results are shared with the clients and, if necessary, changes are made to ensure the highest level of service delivery possible. HAN conducts regular Quality Business Reviews (QBR) for all clients. This review ensures that our programs continue to evolve and meet the needs of our clients and also validates our promised Key Performance Indicators (KPI).

### **Quality Checks**

HAN's quality control program will ensure that we meet the highest standards regarding the delivery of services, communication with the client, and performance reviews all with the goal of minimizing employee turnover. Below you will find a summary of our Quality Assurance Program or "QAP".

Our Quality Assurance Program Includes:

- Reference Verifications
- License Verifications



- Education Verifications
- Skills Evaluation
- Criminal Background Checks
- Drug Testing Upon Request
- Arrival Call Check

In order for us to maintain a high level of customer service, it is necessary for us to gather data about customers, services, contracts, and to make periodic checks on our employees placed with our customers. This enables us to provide on-trend, anticipatory, proactive leadership in finding and placing high-quality workers with our clients. We don't wait for problems to occur. We act in anticipation of future changes in the staffing needs of our clients. We help the facilities/client control expected and unexpected hiring situations. HAN continually:

- Develops and implements new recruiting and placement solutions
- Hires top staffing agents and thoroughly trains each one in business, technology, professionalism and placement
- Develops new talent

### **Quality and Timeliness of Communication**

At HAN we uphold the highest levels of communication with our clients. All measures of communication (email, telephone, voice messages, etc.) are guaranteed to be responded to within (2) hours during business hours. We also have on-call staff available via telephone after hours for client issues and needs. Our on-call staff can be reached via telephone at (626) 626-1419.

### **Confidentiality and HIPAA Laws**

HAN hereby affirms its understanding and knowledge of confidentiality laws, including the Health Insurance Portability and Accountability Act (HIPAA). HAN is committed to maintaining the confidentiality of sensitive information entrusted to us and will continue to prioritize the privacy rights of individuals in accordance with applicable laws and regulations.

### **Legal Disclosure**

HAN affirms that it does not have any pending litigations in which it is a party, nor are any of its employees involved in any pending litigation. Additionally, there are no outstanding judgments against HAN or its employees.

### **Why choose us?**

HAN seeks to offer services at the most reasonable cost. In order to meet this goal we are committed to giving our employees the best consideration possible when arranging assignments, to encouraging their professional development, and to providing support for them. In turn, we are diligent in providing our clients with prompt, honest, and reliable services at a fair cost. We have been a leader in dealing with the intricacies of coordinating new staff into a facility, arranging proper orientation and maintaining the proper paperwork and personnel files to assure compliance with State, Federal and Joint Commission guidelines and requirements. You never have to worry that the proper vetting has been conducted and that the necessary paperwork and documentation is in place.

We operate twenty-four (24) hours a day, seven (7) days a week with our own staff answering phones and scheduling our employees. Other than for back up, to keep callers from being kept on hold, we do not utilize answering services. Our clients are able to speak directly with one of our staff immediately or within a maximum fifteen to twenty minutes of their call. Our phone number is 800-928-5561 or 626-626-1419; our fax number is 877-858-6263.

## STATEWIDE COVERAGE:

Each Job Classification submitted will  
be required for vendor to provide in all 55  
counties throughout the State of West Virginia.

## REQUEST FOR QUOTATION

CRFQ SWC2400000006

(CMA TEMP24)

Temporary Staffing Services

EXHIBIT\_A

Classification	Worker Pay Rate	Withholding Rate	Overhead Rate	Total Rate*
Accounting Technician 2	\$ 17.50	\$ 1.93	\$ 3.32	\$ 22.75
Administrative Services Assistant 1	\$ 19.00	\$ 2.10	\$ 3.60	\$ 24.70
Administrative Services Assistant 2	\$ 21.00	\$ 2.32	\$ 3.98	\$ 27.30
Cook	\$ 15.00	\$ 1.66	\$ 2.84	\$ 19.50
Custodian	\$ 14.00	\$ 1.55	\$ 4.33	\$ 19.88
Data Entry Operator2	\$ 17.75	\$ 1.96	\$ 3.36	\$ 23.08
Executive Secretary	\$ 23.00	\$ 2.54	\$ 4.36	\$ 29.90
Groundskeeper	\$ 15.00	\$ 1.66	\$ 4.64	\$ 21.30
Health Service Worker	\$ 18.00	\$ 1.99	\$ 3.41	\$ 23.40
Laboratroy Assistant 3	\$ 21.00	\$ 2.32	\$ 3.98	\$ 27.30
Laborer	\$ 14.00	\$ 1.55	\$ 4.33	\$ 19.88
Mail Runner	\$ 14.00	\$ 1.55	\$ 2.65	\$ 18.20
Office Assistant 2	\$ 15.75	\$ 1.74	\$ 2.98	\$ 20.48
Office Assistant 3	\$ 17.00	\$ 1.88	\$ 3.22	\$ 22.10
Paralegal	\$ 19.00	\$ 2.10	\$ 3.60	\$ 24.70
Parking Attendant	\$ 14.00	\$ 1.55	\$ 2.65	\$ 18.20
Word Processor	\$ 18.00	\$ 1.99	\$ 3.41	\$ 23.40

\* Vendor should enter their Worker Rate + Withholding Rate + Overhead Rate and the Total Rate box will automatically calculate.

Vendor Name: _____ Health Advocates Network, Inc. DBA Staff Today Contact Person: _____ Andrea Goodwin Phone #: _____ 800-928-5561 Fax #: _____ 877-858-6263 Email: _____ Andrea.Goodwin@hanstaff.com Signature: _____ Andrea Goodwin	Date: 07/11/2024
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