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Header @ 1

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1120188

Procurement Type: Central Master Agreement

Vendor ID: VS0000038352

Legal Name: Health Advocates Network Inc.

Alias/DBA: Staff Today Inc.

Total Bid: \$0.00

Response Date: 10/26/2022

Response Time: 17:59

Responded By User ID: hanstaff1

First Name: Andrea

Last Name: Goodwin

Email: contractsanalyst@hansta

Phone: 800-928-5561

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2300000004

Published Date: 10/18/22

Close Date: 10/27/22

Close Time: 13:30

Status: Closed

Solicitation Description: Prequalification of Vendors for DCSS

Total of Header Attachments: 1

Total of All Attachments: 1



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Nursing services	0.00000	DAY	1.000000	0.00

Comm Code	Manufacturer	Specification	Model #
85101601			

**Commodity Line Comments:**

**Extended Description:**

Prequalification of Vendors for Direct Care Staffing Service



# **SOLICITATION RESPONSE**

## **BID SPECIFICATION FOR PREQUALIFICATION OF VENDORS FOR DCSS (CRFQ 0613 VNF2300000004)**

### **WEST VIRGINIA VETERANS NURSING FACILITY**

**FROM:**

**HEALTH ADVOCATES NETWORK INC.  
d/b/a STAFF TODAY**

## COVER LETTER

### **SUBJECT: SOLICITATION # CRFQ 0613 VNF230000004:- Prequalification of Vendors for DCSS**

Health Advocates Network, Inc. (HAN) d/b/a Staff Today hereinafter referred as Staff Today is submitting the following bid specification for West Virginia Veterans Nursing Facility Solicitation # CRFQ 0613 VNF2300000004 for Prequalification of Vendors for DCSS. Health Advocates Network, Inc. (HAN) is a Corporation located at 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 purchased 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 and clerical medical staffing agency since 2011.

At Staff Today 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 job-seekers 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.

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

Staff Today is competitive and our mission is to function as a center and leader of the Staffing Industry. Staff Today 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.

Staff Today is committed to providing the necessary Direct Care Staffing Services (Nursing: RN, LPN, HSW) as required by West Virginia Veterans Nursing Facility in the solicitation and the Anticipated Contract. Staff Today makes full acceptance of the terms and conditions described in this solicitation.

The undersigned person is the contact person, she has contractual responsibility and she is authorized to bind Staff Today to the terms of the proposal with West Virginia Veterans Nursing Facility.

Sincerely,

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

Andrea Goodwin  
HR Manager  
Tel: 800-928-5561  
Email: [Andrea.Goodwin@hanstaff.com](mailto:Andrea.Goodwin@hanstaff.com)

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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

<b>Proc Folder:</b> 1120188			<b>Reason for Modification:</b> Addendum No. 1
<b>Doc Description:</b> Prequalification of Vendors for DCSS			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2022-10-18	2022-10-27 13:30	CRFQ 0613 VNF2300000004	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. d/b/a Staff Today  
**Address :** Suite 120  
**Street :** 1875 NW Corporate Blvd.  
**City :** Boca Raton  
**State :** Florida **Country :** US **Zip :** 33431  
**Principal Contact :** Andrea Goodwin, HR Manager  
**Vendor Contact Phone:** 800-928-5561 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

David H Pauline  
 304-558-0067  
 david.h.pauline@wv.gov

Vendor Signature X

FEIN# 84-4187795

DATE 10/26/2022

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

**ADDITIONAL INFORMATION**

Addendum No. 1

To publish responses to vendor technical questions, see attached.

Bid opening remains October 27, 2022 at 1:30 pm est.

No other changes.

**INVOICE TO****SHIP TO**DIVISION OF VETERANS  
AFFAIRS  
1 FREEDOMS WAYVETERAN'S NURSING  
FACILITY  
1 FREEDOMS WAYCLARKSBURG WV  
USCLARKSBURG WV  
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Nursing services	0.00000	DAY		

**Comm Code****Manufacturer****Specification****Model #**

85101601

**Extended Description:**

Prequalification of Vendors for Direct Care Staffing Service

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Dub by 11:00 am est.	2022-10-18

	Document Phase	Document Description	Page
VNF2300000004	Final	Prequalification of Vendors for DCSS	3

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ VNF2300000004**

**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.

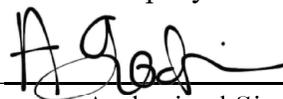
**Addendum Numbers Received:**

(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. d/b/a Staff Today  
Company



Authorized Signature

10/26/2022

Date

NOTE: This addendum acknowledgment 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 / HR MANAGER

(Address) 1875 NW Corporate Blvd, Suite 120 Boca Raton, FL 33431

(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 wvOASIS, 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. d/b/a STAFF TODAY

(Company) 

(Signature of Authorized Representative)

ANDREA GOODWIN / HR MANAGER 10/26/2022

(Printed Name and Title of Authorized Representative) (Date)

800-928-5561 / 877-858-6263

(Phone Number) (Fax Number)

Andrea.Goodwin@hanstaff.com

(Email Address)

# VENDOR QUALIFICATIONS

## 3.1 Prior Experience Providing Similar Services

Staff Today 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. **The client base of our company is 95% government institution including federal, state, and county, 5% is private institutions.**

With the combination of an experienced management team, Staff Today 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 providing the same or similar services as those required in this RFP within the last five (5) years include the following: -

- **West Virginia – Direct Care Staffing Services – 08/2020 – Present**
- **Commonwealth of Virginia Department of Behavioral Health & Developmental Services – Locum Tenens – 5/1/18-Present**
- **Commonwealth of Virginia Department of Behavioral Health & Developmental Services – Medical Staffing – 8/1/17-Present**
- **Virginia Department of Corrections – Medical Staffing Services – 2018 to Present**
- **Wisconsin Department of Veterans Affairs (WDVA) - Geriatric Nursing Services – 05/2021 - Present**
- **Missouri Veterans Home – Mount Vernon - Staffing Services (RN and LPN) – 07/2021 – Present**
- California Department of Corrections, Provide healthcare staffing services such as Nursing (RN, LVN, CNA), Allied health (Radiology techs, MMR tech), Dental (Dentist, hygienist, dental assistant) Mental Health (Psychiatrist, Psychologist, LCSW, MSW, Psychiatric Technicians) etc 20014-Present
- Harris County Sheriff’s Office Detention Facility – Nursing Staff – 7/1/2014-6/30/2018
- Mercer County Correction Center – Nursing Services - 7/24/21 – 7/23/2023
- Oklahoma State Department of Corrections - Temporary Medical Staffing Services (Nursing and Locums) – 07/01/2020 – 06/30/2023
- Colorado Department of Human Services (Veterans Community Living) – 6/5/17-6/4/18
- MHMR of Tarrant County – Temporary Healthcare Staffing Services – (RN, LVN, PHLEB, CMA) – 6/21/16-6/20/19 and 05/21/21 - Present
- Tarrant County, Annual Contract for Temporary Healthcare Personnel (RN, LVN, CMA, Phlebotomist, Medical Coding) services- 3/30/15 – 3/31/19 and 07/2021 - Present
- Cape May County, NJ – Crest Haven Nursing & Rehabilitation Center – 3/11/2020 – 3/10/2021
- Wayne County Jail Michigan Provide medical staffing services Nursing (RN, LPN), Nurse Practitioner,
- Five Points Correctional Facility- New York – Temporary LPN Services since 10/1/2016 – Present
- South Carolina Department of Mental Health (Provide RN, LPN, CNA & BHA for inpatient & nursing home facilities)– August 2015-Present
- Orange County Corrections, Florida Temporary Nursing Services (RN, LPN & MA) October 2015-3/17/2019
- County of Lehigh – Temporary Nursing Services – 7/18/18-9/30/19
- Connecticut Department of Corrections – Nursing Services 2018 to 2023
- County of Peoria – Skilled Care Nursing (RN, LPN, C.N.A) – 4/4/2017 to Present
- Escambia County Jail Nursing Services August 2015- 8/20/2018
- ITH Staffing Nursing and Clerical services 2010-Present

- County of San Bernardino-Arrowhead Regional Medical Center – Registry & Travel Nursing/Allied Health - 2018-Present
- Career Staff Unlimited Inc-Genesis Healthcare RN, LVN, CNA for various facilities located in Alabama, Kentucky, North Carolina, Tennessee, Virginia, Delaware, Maryland, New Jersey, Pennsylvania, Philadelphia, West Virginia, Florida, Georgia, Indiana, Iowa, Kansas, Missouri, Nebraska, Ohio, Texas, Arizona, California, Colorado, Idaho, Montana, New Mexico, Utah, Washington 2014-Present
- County of Buncombe - Covid Community Site Testing Temp Staffing – 08/24/2020 – 06/30/2022
- MDC Los Angeles – Pharmacist – 11/1/2020 - Present
- NY Monroe County - Temporary Respiratory Therapy Services – 12/15/2020 - Present
- SC School District of Greenville County - Temporary IT Professional Services – 12/2020 - Present
- IL Kane County - Temporary Employee Provider – 03/2021 - Present
- Federal Correctional Institution, Texarkana Provide medical assistant & phlebotomist services March 2015 – Present
- Correct Care Solutions – All Jails in MI, MA, WA, CO, MI, OH, IN, PA, TX, CA – 2014 to Present
- Grapevine Colleyville Independent School District. Provide clerical/office, receptionist, file clerk, accounting clerk, data entry clerks, RN, LPN, Pathologist, PT etc 3/1/2015-2/28/2020
- North Carolina Department of Public Safety – Locum Tenens Services (PSYT, Physicians, LCSW) – 12/1/17-Present
- Utah Department of Health – Clinical Staffing Mitigation for COVID-19 - 10/2020 – Present
- Florida Escambia County - Temporary Medical Staffing Services – 09/2020 - Present
- South Carolina Department of Mental Health – Supplemental Nursing Services – 07/2020 - Present
- Commonwealth of Pennsylvania – Supplemental Nursing & Pharmacist Services – 1/27/17-10/31/19
- Colorado Department of Corrections – Healthcare Staffing – 4/11/2018 – Present
- Colorado Mental Health Institute – Medical and Clinical Staffing – 2017 to 6/30/2019
- Nebraska Department of Corrections RN, LPN, Medication Aide, Lab Technician, Phlebotomist, Pharmacist, Pharmacy Tech, Physician, PA, Nurse Practitioner, Psychiatrist, MA, Nurse Supervisor, Medical records Clerk, Psychologist, Mental Health Practitioner June 2014-11/30/2020
- Douglas County – Nursing Agency Supplemental Staffing – 2018 to Present
- Atascadero State Hospital – CLS, Phlebotomist, RADT – 3/1/17-2/28/2020
- Wisconsin Department of Corrections - Temporary Nursing, & Other Healthcare Professionals 10/21/2015- Present
- Butte County – Healthcare Services (LVN, LPT, RN) – 7/1/17-6/30/2020
- Sacramento County Sheriff’s Department – Medical Registry – 11/1/17-6/30/2020
- Coalinga State Hospital – (Dental Assistant, Dentist, Dietitian, Pharm Tech, Pharm,) – 2015 to Present
- Wyoming State Hospital - Recruitment Services for Registered Nurses – 06/2021 - Present
- Utah Department of Corrections - Locum Tenens Staffing Services for a Pharmacist – 07/01/2021 - Present
- New York City Department of Health and Mental Hygiene - Temporary Medical Staff
- Texas Travis County - Disaster Health and Medical Staffing Services – 01/01/2021 - Present
- SC Department of Disabilities and Special Needs - Direct Support Professionals –
- State of Oregon – Temporary Staffing for Vaccination Sites – 04/06/ 2021 - Present
- Missouri The Metropolitan St. Louis Sewer District - Temporary Staffing Services – 04/09/2021 - Present
- State of Missouri - Temporary Licensed Clinical Social Worker Services – 10/16/2021 – 10/15/2022
- WV Department of Health and Human Resources - Direct Care Staffing Services (MT and MLT)

- CA County of Orange - Surge Services – 07/1/2021 – 06/30/2024
- University of Missouri - Temporary Staffing Services – 06/2021 - Present
- Los Angeles Department of Water and Power - Relief Nursing, X-Ray Technician, and COVID-19 Health Screening/Testing and Related Occupational Health Services - 08/2021 - Present
- Rowan University School of Osteopathic Medicine - Temporary Employment Agency Services – 08/2021 - Present
- Fort Worth Independent School District - Academic/Education Consulting - 08/2021 - Present
- Arkansas Department of Human Services - Temporary Employment Services in the areas of Administrative Support, Healthcare Staffing Services and Professional Services – 11/01/2021 - Present
- FCI Fairton – Phlebotomist – 07/2020 - Present
- FCI Bastrop – Pharmacist Services – 10/1/17-3/31/2023
- FCI Dublin – Pharmacist Services – 4/1/2017-3/31/2022
- FCI Lompoc – Pharmacist – 10/2/17 – 10/1/22
- FCI Otisville – Dental Assistant services – 7/1/17-6/30/22
- USP Canaan – Dental Assistant services – 8/13/2017-8/17/2021
- Utah Department of Corrections – Locum Tenens 7/1/2016- 6/30/21
- Tacoma-Pierce County Health Department – Temporary medical staffing - 1/1/19-12/31/19

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

As such, Staff Today has the experience, capabilities and resources at both the organizational and individual levels to provide Direct Care Staffing Services (Nursing: RN, LPN, HSW) 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 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. Staff Today will be successful in filling the staffing orders for all the Emergency Nursing Staffing proposed. This is because we already have qualified people in our database that can fulfill the requirements.

Staff Today 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 evaluations forms so that we can be provided with feedback as part of our quality control initiative.

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

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

At Staff Today, 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.

### **Emergency Response Time**

Staff Today office hours are Monday-Friday from 8:30 am to 5:30 pm PST. During these office hours, STI will respond within 2 hour to any email correspondence. Additionally, under most circumstances, STI will be available immediately for toll-free phone calls during office hours. In the event that STI is unavailable to answer during office hours, the Client can expect a returned call to any voicemail within 1 hour. After Hours, our specialist can be reached by calling our toll-free number which is routed to the cellphone or by calling directly to 626-626-1419.

During weekends, evenings, nights, and Holidays, our Account Management Team has access to their email via their smart phones, tablets, PCs/Laptops. If an urgent request is submitted via email by one of our Clients, the designated Account Manager typically responds via email within 4-6 hours. If awarded, STI can also provide the cellphone number of our Executive Team that can be used in emergency situations. STI's toll-free office phone is staffed 24/7 and during After Hours, the cellphone is manned and any missed calls are returned within 30 minutes.

### **3.3 Knowledge of Federal and West Virginia Laws, Regulations, and Rules**

Staff Today is well-versed and are complying with the Federal and West Virginia laws, regulations, and rules as we have mentioned in previous statements. We have a prior experience working with Direct Care Staffing within the same vicinity. As such, we can guarantee our compliance within the States Laws while providing the best personnel required.

### **3.4 License and Permits**

We have attached our Business License Tax Certificate and the Joint Commission Certificate of Distinction for Health Care Staffing for this solicitation.

### **3.5 WVCARES (WV Clearance for Access: Registry & Employment Screening) Registration**

Staff Today is a registered vendor in WVCares portal and is eligible to submit bids.

### **3.6.1 Replacement of Staffing Personnel**

If a Staff Today Staffing Personnel leaves/resigns prior to the end of an assignment, it is common practice for the employee to give a 2-week+ notice. STI's offer letter / employment contract generally includes a 2-week or more resignation notice requirements to help ensure that an equally qualified replacement can be identified, vetted, and oriented prior to previous staff departure. If a staff personnel chooses to resign without notice or less than 2-week notice, STI relies on our on-going recruitment process to help backfill these positions in a timely and efficient manner. STI will maintain both passive and active recruitment method throughout the duration of our contract with the West Virginia Veterans Nursing Facility. Maintaining a consistent pipeline of staffing personnel, will help to ensure that a qualified replacement is always ready and waiting to replace an existing employee or take a new assignment. In the event a staffing personnel is not readily available, STI will immediately have our recruitment team begin calling, emailing, and texting candidate who live within driving distance of the facility with an opening. It is STI's goal to have a viable candidate available for an interview within 24-hours of any new staffing request or when a replacement staff is requested. In addition, it is STI's goal to have any new or replacement staff full vetted

and credentialed within 5 business days from the client accepting them for a position. The greatest delay is typically the time it takes to run the background checks required by the Client.

### **Replacement of Rejected Staffing Personnel**

Upon notification of a rejected employee we will replace this employee within one business day. The training plan for the new employee includes the following:

- A detailed current job description.
- Regular time to meet with the new employee to discuss any concerns.
- A detailed orientation plan that covers major functions of the position. This plan will indicate who will be training on a specific task and be initialed by both trainer and new employee.
- A timeline for at least the first week—longer depending on the nature of the position. Though it may be necessary to make changes as the week unfolds, this timeline will keep everyone involved in the training process on track and on time.

### **3.6.2 Staffing Methodology and Approach**

Staff Today Recruiters receives 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, Staff Today 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 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.

Staff Today 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.

Staff Today can respond to emergencies and urgent requests as our clients are able to get a hold of a person 24hours 7days 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 2hours for employees in our database. For those not in the database we can still provide services within the 2hours, but all the screening may not be completed. For example, drug testing takes 24-72hours as mentioned above

Staff Today 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.

Staff Today 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.

Our temporary workers all participate in an in-depth screening and interviewing process including:

- Criminal Background Checks
- Abuse Registry Checks
- License/Certification/Verification
- Reference Checks/Previous Employment History Verification
- Education Verification
- Intensive Interviewing
- OIG Verification

In addition to the above all healthcare candidates must successfully complete any state regulated tests and interview created by professional medical consultants.

- Skills tests
- Medical prevention tests
- Comprehensive interviews
- HIPAA training and testing

### **Ability to Fill Needs**

Staff Today has pioneered staffing methods and best practice strategies to meet the estimated project needs of West Virginia Veterans Nursing Facility as indicated in the solicitation. 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, Staff Today 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 STI 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 temporary employees from assignment to assignment and evaluate their on-the-job performance. Staff Today'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 Staff Today 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 Staff Today, 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 Staff Today candidates who are interviewed being offered the job. We guarantee you will only see the best of the best!

Staff Today has connected our Client organizations with the expert talent they need to achieve their goals. Our goal is to make sure that the first employee that we help you hire is the right person for the job. Hiring

someone who turns out to be wrong for the position wastes your company's time and money. Choose us for your staffing needs to avoid a lengthy, costly hiring process that may not lead to the right hire.

Staff Today 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.

Staff Today 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, Staff Today 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:** Staff Today 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. Staff Today 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. Staff Today 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 Staff Today 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 Staff Today, 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 (State board of nursing)
- 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 Staff Today recruitment practices. Staff Today 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.

Staff Today 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**

Staff Today 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. Staff Today 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. Staff Today 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**

Staff Today 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 constitute a violation of Staff Today's Substance Abuse Policy and applicant will not be hired. Staff Today 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 Staff Today. 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.

Staff Today 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 make a transition into new work environments.

### **Staff Today 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 Staff Today.
- **Staff Today Orientation Training Program:** Via the training guide, we provide extensive safety training to each new employee. Key guidelines are reviewed again with each employee prior to each assignment. The training topics include: General workplace safety and lifting guidelines; Hazardous Materials and Safety Data Materials Sheet guidance; Blood borne Pathogens training and the appropriate use of personal protective equipment to prevent exposure; and policies for reporting workplace hazards

and/or personal injuries. Additional safety training and/or certification for radiation safety, restraint use, body mechanics, OSHA guidelines, and respiratory fit testing will be required depending on job classification and client facilities.

- **Client Protocol Compliance:** We have established a pre-assignment qualification tracking system for identifying what we refer to as “special protocols” for each client facility. This alerts our placement personnel to specific requirements for assigned employees beyond what our standard qualification standards are nationwide. This may include blood antibody titer testing, drug testing within 14 days prior to assignment, in-service training programs, specific professional certifications for certain job positions, respiratory fit testing, OSHA Safety Training certification, additional background check information (e.g., Division of Aging, specific criminal record search in state to be assigned), and in-service training programs (e.g., use of restraints, radiation safety, body mechanics).
- **Employee Assignment Appraisals:** We request that the on-site Client Supervisor for each of our contract employees complete a formal Appraisal Form of the employee’s suitability and performance at the close of each assignment. We use this information as ongoing validation of our initial professional reference sourcing, and in the decision to assign a contract employee to additional assignments with us. Appraisals are also required to be completed by the Staff Today Compliance Manager at the close of each assignment – based upon the comprehensive performance of the employee during the assignment. This appraisal takes into account feedback received from the Client Supervisor during the course of the assignment, as well as their compliance with Staff Today policies and procedures. Finally, we conduct an Annual Appraisal on all Staff Today employees based on the performance feedback we have collected throughout the year.
- **Annual Training:** Staff Today requires all contract employees to take a comprehensive set of annual training modules, Workplace & Assignment Security, Fire, Oxygen, Electrical Safety, Confidentiality, Diversity, and Customer Service.

### **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. Staff Today requires a copy of the certification and depending on the certification, Staff Today does online verifications. Verifications are done when the applicant applies and also when it is time for renewals. Staff Today’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:* Staff Today 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:* Staff Today 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:* Staff Today 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:* Staff Today 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, Staff Today will make every effort to replace the employee with another qualified employee. Staff Today 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, Staff Today 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. These clinical competency exams include OSHA and joint commission mandatory nursing and allied assessments, as well as clinical checklists as shown below:-

**Our Complete Clinical Exam & Assessment List**

<b>Nursing</b>	<b>Allied Health</b>
<b>Home Care</b>	<b>Joint Commission Mandatories</b>
<b>Skills Checklists</b>	

**Nursing Exams**

- Cardiac Cath Lab
- CCU Exam A
- CCU Exam B
- Clinic
- CNA Acute Care Exam A
- CNA Acute Care Exam B
- CNA Acute Care Exam C
- CNA-Dementia Care
- CNA-Disability Competency
- CNA-Hospice & Palliative Care
- CNA-LTC
- CNA-Sitter
- CVICU Exam A
- CVICU Exam B
- Corrections-RN/LPN
- LPN/LVN Competency
- LPN/LVN Pharmacology
- Med-Surg/Tele Combo
- Medical-Surgical Exam A
- Medical-Surgical Exam B
- Neuro ICU Exam A
- Neuro ICU Exam B
- Neuro Progressive Care Exam A
- Neuro Progressive Care Exam B
- Newborn Nursery
- NICU Pharmacology
- NICU
- Oncology
- Operating Room
- PACU

- Diabetes Knowledge Quiz for RN/LPN
- Dialysis
- Dysrhythmia Exam
- Endoscopy/GI Lab Exam A
- Endoscopy/GI Lab Exam B
- ER Exam A
- ER Exam B
- General ICU Exam A
- General ICU Exam B
- Geriatric LTC-Pharmacology
- Geriatric-LTC
- IV Push Medications
- IV Therapy/Infusion
- Labor & Delivery
- Pediatrics
- PEDS Pharmacology
- PICU
- Postpartum
- Psychiatric
- RN Pharmacology Exam A
- RN Pharmacology Exam B
- RN/LPN Case Manager
- RN/LPN-Dementia Care
- RN/LPN-Hospice & Palliative Care
- Surgical ICU Exam
- Telemetry
- Trauma ICU Exam

### Allied Exams

- Certified Medication Aide
- Certified Occupational Therapy Assistant
- CT Scan Tech
- Dental Assistant
- Emergency Room Technician
- EMT (Emergency Medical Technician)
- Medical Assistant
- Medical Biller/Coder
- Occupational Therapy Exam A
- Occupational Therapy Exam B
- OR/Surgical Technologist
- Pharm Tech – Retail
- Physical Therapy Exam A
- Physical Therapy Exam B
- Psychiatric Technician/Behavioral Health Tech
- Rad Tech/X-Ray Tech
- Respiratory Therapist
- Speech Language Pathologist-Adults
- Speech Language Pathologist-PEDS
- Tele Tech/EKG Rhythms
- Ultrasound Technologist
- Physical Therapy Assistant
- Phlebotomy
- Pharmacy Tech – Non-Retail

### Joint Commission & OSHA Annual Mandatory

- 2015 Core Mandatory Part I
- 2015 Core Mandatory Part II (Allied)
- 2015 Core Mandatory Part II (Non-Licensed)
- 2015 Core Mandatory Part II (Nursing)
- 2015 Core Mandatory Part III
- 2015 NPSG Mandatory(Allied)
- 2015 NPSG Mandatory(Non-Licensed Personnel)
- 2015 NPSG Mandatory(Nursing)
- Abuse Mandatory
- Advanced Care Planning Mandatory
- Age-Specific Mandatory
- Bio-Terrorism Mandatory
- Blood Glucose Monitoring Mandatory
- Body Mechanics/Ergonomics Mandatory
- Color Vision Mandatory Exam
- Cultural Diversity Mandatory
- Disaster Preparedness Mandatory
- Do Not Use Abbreviations Mandatory
- Domestic Violence Mandatory
- Drugs in the Workplace Mandatory
- End of Life Care Mandatory Module
- Environmental Safety Mandatory
- Ethics Mandatory
- Falls Prevention Mandatory
- Fire Safety Mandatory
- Hazardous Chemicals Mandatory
- HIPAA Mandatory Exam
- Infant Abduction Mandatory
- Infection Control Mandatory
- Malignant Hyperthermia Module Mandatory
- Moderate/Conscious Sedation Mandatory
- OSHA Mandatory Module
- Pain Mandatory Exam
- Patient Restraints Mandatory
- Patient Rights Mandatory
- Preventing Medication Errors Mandatory
- Sexual Harassment Mandatory
- Workplace Violence Mandatory

## Home Care Exams

- HHC-Clinical
- HHC-Medication
- HHC-Nasal/Tracheal Suction Exam
- HHC-Pediatric Ventilator
- HHC-Ventilator Management
- HHC-Wound Care

## Precision Skills Checklists

- Cardiac Cath Lab
- Cardiovascular Technician
- CAT SCAN Technologist
- CCU
- Certified Anesthesia Technician
- Certified Medication Aide
- Certified Occupational Therapist Assistant
- Certified Registered Nurse Anesthetist
- Chemist
- Clinic
- CNA
- CNA-Sitter
- Corporate Nurse
- Corrections RN/LPN
- Critical Care Technician
- CVICU
- Dental Hygienist/Assistant
- Dialysis
- Dietician
- Dosimetrist/Radiation Therapy
- Echo-Vascular Technician
- EMT (Emergency Medical Technician)
- Endoscopy
- Endoscopy/GI Lab
- ER
- General ICU
- Geriatric/LTC
- High Risk OB Technician
- Home Health
- Immunization Nurse
- IV Therapy
- Labor & Delivery
- Laboratory Technician
- LPN/LVN Competency
- Mammographer
- Med-Surg/Tele Combo
- Medical Assistant
- Medical/Surgical
- MRI Technologist
- Neuro ICU
- Neuro Progressive Care Unit
- Newborn Nursery
- NICU
- Nuclear Medicine Technologist
- Nurse Practitioner
- Occupational Health Nurse
- Occupational Therapist
- Oncology
- Operating Room – Circulating
- Operating Room- Scrub
- OR/Surgical Technologist
- Orthopedic
- PACU
- Paramedic
- Patient Transport
- PCU
- PEDS
- Pharmacist
- Pharmacy Technician
- Phlebotomy
- Physical Therapist
- Physical Therapist Assistant
- Physician Assistant
- Physicist Proficiency
- PICU
- Polysomnographer (EEG) Technologist
- Post Partum
- Psych Technician/Behavioral Health Tech
- Psychiatric
- Radiation Therapy
- Respiratory Therapy
- RN/LPN Case Manager
- School Nurse-RN/LPN
- Speech Pathologist
- Sterile Processing Technologist
- Surgical ICU
- Trauma ICU
- Tele Tech/EKG
- Telemetry
- Ultrasonographer
- X-Ray/Rad Tech



### **Clinical Situational Assessments Measure Decision Making & Judgment**

Now with Situational Assessments by Prophecy, we can measure the fit aspect of job applicants. Situational Assessments can help pinpoint, with 99% confidence, which clinicians will make the most effective decisions around the following performance dimensions:

- Verbal Communication
- Assertiveness
- Critical Thinking
- Problem Solving
- Calm and Competent Patient Care
- Report Transitioning
- Developing Patient Relationships
- Patient Customer Service

Situational Assessments are online, video-based assessments designed to replicate interpersonal situations common to the healthcare environment. After viewing each of the 21 web-based videos featuring real healthcare workers in challenging situations, the clinician selects the most and least effective responses to these real world scenarios. Paired against responses deemed correct by healthcare professionals -just like them- Situational Assessments paint a picture of how an applicant is likely to respond in tough situations. We receive instant results that show the clinician's ability to handle tough situations. Prophecy's Situational Assessments identify caregivers with soft-skills directly correlated to successful nursing practice.

### **Healthcare Behavioral Assessment Selects the Best Fit**

Prophecy Behavioral Assessments identify clinicians with behavioral characteristics that predict high performance, such as integrity and conscientiousness, while flagging potential flaws such as hostility or substance abuse. Using four dimensions of behaviors –personality, attitudes, cognitive, and engagement– this assessment allows us to select the clinician that is best fit for our clients' organization. The Prophecy Behavioral Personality Assessment is built upon the well accepted "Big 5" concept of core personality traits and also includes a "Teamwork" scale as well as a "Good Impression" scale. Each specialty and department within a facility has a unique set of personality attributes that work best. With our job specific benchmarking, Prophecy allows us to determine which personality attributes are best suited for the specialty/job that we are hiring for.

Some available personality categories include:

- Advance Practice Nurse
- ER Nurse
- ICU Nurse
- MedSurg Nurse
- Nurse Practitioner
- Licensed Practical Nurse
- Medical Technician
- RN Supervisor

### **Attitudes**

The Prophecy Behavioral Attitude Assessment measures six areas of potentially counterproductive behaviors by a self-descriptive inventory that taps six substantive areas of concern as well as a Good Impression (validity) scale.

- Conscientious (Dependability)
- Hostility (Aggression)
- Integrity (Honesty)

- Substance Abuse

### **Cognitive**

There is little question among personnel psychologists that cognitive ability –the ability to process and retain information quickly– is a necessary skill that transcends most jobs. For most jobs there is a range of cognitive ability associated with on-the-job success; a higher level of cognitive ability is not necessarily associated with job success. What matters is the fit with the requirements of the job.

Staff Today 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**

Staff Today 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 Staff Today. 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 (Staff Today 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, about turnover figures, about 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 candidate as part of orientation and assures them of management's commitment to help 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.

### **Training and Education**

Staff Today customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. Staff Today provides orientation, compliance, clinical, and operations training for its workforce through a variety of settings followed by written competency examinations and online, Web-based courses.

Staff Today's commitment to its employees' professional and personal development is evident by the range of courses made available. Employees are educated on our Code of Conduct, participate in Medical Compliance Training, and receive a comprehensive orientation package including material dedicated to patient safety, abuse and neglect, emergency management procedures, national patient safety goals, and incident reporting; in addition to HIPAA and OSHA training. Staff Today also encourages participation in a robust continuing education program designed to support the clinical and technical development of its employees.

As the skills required for success in the corporate world are changing faster than ever before, people need quick and easy access to training – when and where they need it. Staff Today supports career development through access to a dynamic assortment of educational resources. For tuning up our employees there is online tutorial systems, training and development that provides the following: -

- access to more than 6,000+ online courses covering computer, business, leadership, and technical skills sought after in today's market. For example, Microsoft Office 2019, Microsoft Office 365, Microsoft Access, Microsoft Access Tutorial, Microsoft Excel, Microsoft Excel Tutorial, Microsoft Internet Explorer 11 Tutorial, Microsoft Office Integration Tutorial, Microsoft Outlook Tutorial, Microsoft Power Point Tutorial, Microsoft Windows 7 & 10 Tutorial, Microsoft Word Tutorial, Microsoft Word - Advanced Documents Tutorial, Peachtree Accounting Tutorial, QuickBooks Pro Tutorial
- a convenient way for anyone to update and increase their skills online – 24 hours a day, every day of the year.
- free training and development for all STI associates, consultants, and employees.

For those personnel in need of a more traditional education, there's [National University](http://www.nu.edu/) (<http://www.nu.edu/>). National is a fully accredited distance learning school with a robust curriculum and an innovative approach that ensures personal contact with instructors while still allowing the freedom to learn at one's own pace and at one's chosen schedule.

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

Staff Today 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, Staff Today 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**

Staff Today 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 Staff Today 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 Staff Today'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, Staff Today 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, Staff Today 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. Staff Today Inc. 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**

Staff Today's quality checks helps us monitor the temporary workers' performance in the areas of attendance, communication skills (verbal, written & nonverbal), job attitude, productivity, job performance, job proficiency, working relationships, safety, following rules and policies etc. Our checks are done in the following ways: -

- 1) Staff Today associate will call the supervisor or person who requested service to ensure the temporary worker is performing according to your expectation.
- 2) Staff Today associate will periodically check with the client to ensure the performance and quality of the temporary worker is still according to the standards required.
- 3) When assignment is complete, Staff Today will get an evaluation of the quality of the performance and productivity of the temporary worker. This is done over the phone or through an evaluation survey by email/fax. Staff Today only retains workers that meet or exceed our standards.

Staff Today's quality control program will ensure that we meet the highest standards regarding delivery of services, communication with the client, performance reviews all with the goal to minimize 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
  - Quality Control Checks During Assignment
- First day follow-up (On the first day of the employee's assignment we will telephone you to ensure our employee arrived on time. That same day we will follow up with our employee at home to find out their experience with your company. Pertinent information will be shared with you.)
  - End-of-week follow-up (we will follow up with you again to determine if our employee's performance and attitude have satisfied your specifications.)
  - Weekly follow up calls are made to ensure productivity, dependability, and quality
  - Position modifications
  - Assignment completion
  - Evaluation of employee skills and work habits (When our employee completes his/her assignment, a short form will be sent to you to evaluate overall performance, skill and attitude)
  - Retention of performance-meeting employees
  - For longer term assignments, monthly follow up calls to our employees at home in the evening will also be completed.

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. Staff Today 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 Staff Today, 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.

### **Level of quality provided by Staff Today**

Staff Today has incorporated standards for performance improvement and leadership of the Joint Commission throughout our quality management plan. The Joint Commission guidance focuses in part, "...on improving organizational performance is effectively reducing factors that contribute to unanticipated adverse events and/or outcomes.... Reducing unanticipated adverse events and/or outcomes requires an environment in which clients and organizational staff and leaders can identify and manage actual and potential risks to safety." The Joint Commissions relevant standards in the performance improvement area include:

- The organization collects data to monitor its performance
- Information for data analysis is used to make changes that improve performance and safety

Our talent pool is varied but on average the minimum is at least 6months-1year experience depending on job title.

Staff Today services are dedicated to the highest standards and we are very selective in choosing our professionals. Each prospective candidate is required to meet the following qualifications as well as demonstrate their knowledge in each individual specialty.

### **Standard Professional Requirements**

- 1 years of current experience
- Criminal Background checks are performed for all employees depending on contractual agreements
- Drug testing is performed according to contractual agreement.
- We verify all licenses and certificates to determine that they are valid and are in good standing.
- We verify eligibility to work in the U.S.
- Reference checks are performed for the last 2 years of employment. References will be completed before candidate is assigned.
- Rigorous attendance standards enforced
- Zero tolerance for no-call, no-shows.
- Attendance policy, policy & procedures and job description on file.
- Skills testing is performed

Staff Today will ensure the prospective temporary employees meet the requirements, by utilizing online assessment test for the various skills. Staff Today also supports career development through access to a dynamic assortment of educational resources for tuning up our employees' skills through online tutorial systems, training and development. This is because the skills required for success in the corporate world

are changing faster than ever before, thus people need quick and easy access to training hence we offer these tools to our employees.

### **Continuous Quality Improvement Methodology**

The quality management process is built around the key concepts of dedication to quality and customer value and fostering an environment of teamwork and cooperation. Quality is the central focus of the plan. Quality is defined in terms of the needs of Staff Today's clients as expressed in their contract or mission statement. Customers are broadly defined to include our clients, staff and vendors.

### **Why choose us?**

Staff Today 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.

# CITY OF COVINA

## BUSINESS LICENSE TAX CERTIFICATE



**Business Name:** HEALTH ADVOCATES NETWORK, INC.  
**Business Location:** 750 TERRADO PLZ STE 52  
COVINA, CA 91723-3445

**Owner(s):** HEALTH ADVOCATES NETWORK, INC.

HEALTH ADVOCATES NETWORK, INC.  
20283 STATE ROAD 7 STE 106  
BOCA RATON, FL 33498-6903

**Business Type:** TEMPORARY STAFFING  
SERVICES OFFICE

**License Number:** 03717435

**Date Issued:** 1/1/2022

**Expiration Date:** 12/31/2022

**THIS LICENSE MUST BE POSTED IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION.  
IT IS NOT TRANSFERABLE OR ASSIGNABLE**

HEALTH ADVOCATES NETWORK, INC.:

Thank you for your payment on your City of Covina Business License.

This License Certificate does not permit any individual, business, or corporate entity, to conduct business activity which would otherwise be prohibited in the City. Payment of a business tax (required by the provisions of the City of Covina Municipal Code), its acceptance by the City, and the issuance of a certificate to any person, shall not authorize the holder thereof to carry on any business unless the holder has complied with all requirements of said Code and all other applicable laws. This certificate has been issued without verification that the holder is subject to or exempted from licensing by the state, county, or federal government; or any other government or government agency.

Keep this portion for your license separate in case you need a replacement for any lost, stolen, or destroyed license. A fee may be charged for a replacement or duplicate license. If you have questions concerning your business license, contact the Business Support Center via email at [Covina@hdlgov.com](mailto:Covina@hdlgov.com) or by telephone at (626) 384-5512.

Starting January 1, 2021, Assembly Bill 1607 requires the prevention of gender-based discrimination of business establishments. A full notice is available in English or other languages by going to: <https://www.dca.ca.gov/publications/>



CITY OF COVINA  
8839 N CEDAR AVE #212  
FRESNO, CA 93720



# CITY OF COVINA

## BUSINESS LICENSE TAX CERTIFICATE

HEALTH ADVOCATES NETWORK, INC.  
20283 STATE ROAD 7 STE 106  
BOCA RATON, FL 33498-6903

**License Number:** 03717435

**Date of Issue:** 01/01/2022

# CERTIFICATE OF DISTINCTION

*has been awarded to*

Health Advocates Network, Inc.

Boca Raton, FL

*for*

Health Care Staffing

*by*



The Joint Commission

*based on a review of compliance with national standards.*

May 8, 2021

*Certification is customarily valid for up to 24 months.*

  
Jane Englebright, PhD, RN, CENP, FAAN  
Chair, Board of Commissioners

ID #661623  
Print/Reprint Date: 05/11/2021

  
Mark R. Chassin, MD, FACP, MPP, MPH  
President

The Joint Commission is an independent, not-for-profit national body that oversees the safety and quality of health care and other services provided in certified organizations. Information about certified organizations may be provided directly to The Joint Commission at 1-800-994-6610. Information regarding certification and the certification performance of individual organizations can be obtained through The Joint Commission's web site at [www.jointcommission.org](http://www.jointcommission.org).

