



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.

## Header @ 1

[List View](#)

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

Procurement Folder: 1453834

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0613

Vendor ID: VS0000038352

SO Doc ID: VNF2400000015

Legal Name: HEALTH ADVOCATES NETWORK INC

Published Date: 7/2/24

Alias/DBA:

Close Date: 7/16/24

Total Bid: \$247,500.00

Close Time: 13:30

Response Date: 07/11/2024

Status: Closed

Response Time: 11:51

Solicitation Description: Nurse Practitioner

Responded By User ID: hanstaff1

Total of Header Attachments: 1

First Name: Andrea

Total of All Attachments: 1

Last Name: Goodwin

Email: contractsanalyst@hansta1

Phone: 800-928-5561



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: 1453834  
Solicitation Description: Nurse Practioner  
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-07-16 13:30	SR 0613 ESR07112400000000246	1

**VENDOR**  
VS0000038352  
HEALTH ADVOCATES NETWORK INC

Solicitation Number: CRFQ 0613 VNF2400000015

Total Bid: 247500      Response Date: 2024-07-11      Response Time: 11:51:34

Comments: Payment is due 30 days after receipt of invoice. The following discounts are available for early payment:  
0.75% 10Net30  
0.65% 15Net30

**FOR INFORMATION CONTACT THE BUYER**  
David H Pauline  
304-558-0067  
david.h.pauline@wv.gov

Vendor Signature X	FEIN#	DATE
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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	Nursing services				247500.00

Comm Code	Manufacturer	Specification	Model #
85101601			

**Commodity Line Comments:**

**Extended Description:**

Nurse Practioner for the WVVNF



RESPONSE FOR:

**CRFQ 0613 VNF2400000015**

**WV Veterans Nursing Facility**

**Open-end contract for a Nurse Practitioner**

FROM:

**Health Advocates Network, Inc.**

**DBA Staff Today**



**Health Advocates Network, Inc.**  
**d/b/a Staff Today**  
100 N. Barranca St., Suite 430  
West Covina, CA 91791  
EIN: 84-4187795

**COVER LETTER**

**SUBJECT: CRFQ 0613 VNF2400000015 - Open-end contract for a Nurse Practitioner**

Health Advocates Network, Inc. (HAN) is submitting the following proposal for the WV Veterans Nursing Facility CRFQ 0613 VNF2400000015 for Contract for a Nurse Practitioner. 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 Contract for a Nurse Practitioner as required by WV Veterans Nursing Facility 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 WV Veterans Nursing Facility.

Sincerely,

A handwritten signature in black ink, appearing to read 'A Goodwin', with a stylized flourish at the end.

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

<b>Proc Folder:</b> 1453834			<b>Reason for Modification:</b>
<b>Doc Description:</b> Nurse Practioner			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-06-26	2024-07-16 13:30	CRFQ 0613 VNF2400000015	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 :** Suite 430

**Street :** 100 N. Barranca St.

**City :** West Covina

**State :** CA **Country :** US **Zip :** 91791

**Principal Contact :** Andrea Goodwin

**Vendor Contact Phone:** 800-928-5561 **Extension:** 109

**FOR INFORMATION CONTACT THE BUYER**

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

Vendor  
Signature X

**FEIN#** 84-4187795

**DATE** 07/10/2024

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

**ADDITIONAL INFORMATION**

The West Virginia Purchasing Division, is soliciting bids on behalf of the WV Veterans Nursing Facility located at 1 Freedom Way, Clarksburg, WV, to establish an open-end contract for a Nurse Practioner per the attached specifications and documentation.

INVOICE TO				SHIP TO			
DIVISION OF VETERANS AFFAIRS 1 FREEDOMS WAY				VETERAN'S NURSING FACILITY 1 FREEDOMS WAY			
CLARKSBURG		WV		CLARKSBURG		WV	
US				US			

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

Comm Code	Manufacturer	Specification	Model #
85101601			

**Extended Description:**  
Nurse Practioner for the WVVNF

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-07-01





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> 1453834			<b>Reason for Modification:</b> Addendum No. 1
<b>Doc Description:</b> Nurse Practioner			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2024-07-02	2024-07-16 13:30	CRFQ 0613 VNF2400000015	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 :** Suite 430

**Street :** 100 N. Barranca St.

**City :** West Covina

**State :** CA **Country :** US **Zip :** 91791

**Principal Contact :** Andrea Goodwin

**Vendor Contact Phone:** 800-928-5561 **Extension:** 109

**FOR INFORMATION CONTACT THE BUYER**

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

Vendor  
Signature X

**FEIN#** 84-4187795

**DATE** 07/10/2024

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

<b>ADDITIONAL INFORMATION</b>
Addendum No. 1
To provide responses to the Vendor Technical Questions, see attached.
Bid opening remains July 16, 2024, at 1:30 pm., est.
No other changes.

<b>INVOICE TO</b>	<b>SHIP TO</b>
DIVISION OF VETERANS AFFAIRS 1 FREEDOMS WAY  CLARKSBURG WV US	VETERAN'S NURSING FACILITY 1 FREEDOMS WAY  CLARKSBURG WV US

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

Comm Code	Manufacturer	Specification	Model #
85101601			

**Extended Description:**  
Nurse Practioner for the WVVNF

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Vendor Technical Questions Due By 11:00 am., est.	2024-07-01

# SOLICITATION NUMBER: CRFQ VNF2400000015

## Addendum Number: 1

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The purpose of this addendum is to modify the solicitation identified as CRFQ VNF2400000015 to reflect the change(s) identified and described below.

### Applicable Addendum Category:

- ☐ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought.
- ☒ To respond to technical questions
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

### Additional Documentation:

1. To respond to vendor technical questions, see attached.
2. Bid opening date and time remains July 16, 2024, at 1:30 pm., est.
3. No other changes.

### Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ VNF2400000015**

**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

07/10/2024

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 AND OPERATIONS

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


(Phone Number) / (Fax Number) Phone: 800-928-5561 Fax: 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. dba Staff Today

(Company) 

(Signature of Authorized Representative)

ANDREA GOODWIN, DIRECTOR OF SALES AND OPERATION 07/10/24

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

Phone: 800-928-5561 Fax: 877-858-6263

(Phone Number) (Fax Number)

Andrea.Goodwin@hanstaff.com

(Email Address)

REQUEST FOR QUOTATION – CRFQ VNF24\*15  
NURSE PRACTITIONER

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- 8.2** Vendor will be responsible for controlling cards and keys and will pay replacement fee of \$100 per occurrence if the cards or keys become lost or stolen.
- 8.3** Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

**9. MISCELLANEOUS:**

- 9.1 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 9.2 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

- 10. CONTRACT MANAGER:** Vendor must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the contract. The manager must be available during normal business hours to address any customer service issues related to the contract and/or purchase orders.

Vendor Name Health Advocates Network, Inc. dba Staff Today

Contract Manager Andrea Goodwin

Telephone Number 800-928-5561

Fax Number 877-858-6263


Email Address Andrea.Goodwin@hanstaff.com

**Exhibit A - Pricing Page - CRFQ VNF24\*15**  
**Nurse Practitioner**

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Total
1	Nurse Practitioner Hourly Rate	1,250	\$ 198.00	\$ 247,500.00 -
			<b>Grand Total</b>	<b>\$ 247,500.00 -</b>

\*Estimated number of hours is not guaranteed.

\*Time for calls during non-working hours must be allocated for in the vendors total bid. Specifications 4.28

Vendor Information			
Vendor:	Health Advocates Network, Inc. dba Staff Today	Printed Name:	Andrea Goodwin
Address:	100 N Barranca St. Suite 430	Title:	Director of Sales and Operations
	West Covina CA 91791	*Signature	
Office Phone:	800-928-5561	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone:	626-626-1419		
Fax:	877-858-6263	Email:	Andrea.Goodwin@hanstaff.com

### **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**

Labor is one of the largest costs for most companies and utilizing HAN helps clients save costs on projects. Our "mark up," includes all the expenses associated with hiring and employing a candidate on your payroll: such as **statutory costs, Cost of recruiting, Cost of turnover** - if you lose a candidate internally, all of the recruiting expenses increase exponentially vs. calling us and having a replacement ASAP.

**Financial impact of needing a flexible workforce** – for clients that have peaks and valleys in their labor usage, HAN provides flexibility without them risking increased unemployment exposure.

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 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 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 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](mailto:Andrea.Goodwin@hanstaff.com)  
24/7 Email: [HR@stafftoday.com](mailto:HR@stafftoday.com)

Alternate Contact: Abigail Mamboleo  
Title: Branch Director  
Telephone: 800-928-5561  
Fax: 877-858-6263  
Email: [lilian@stafftoday.com](mailto:lilian@stafftoday.com)

#### **Prior Experience 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 - Statewide Health & Human Resources Operations - Veterans Nursing Facility - Direct Care Staffing (RN, LPN) – 4/20/2023 - Present**
- **West Virginia – Direct Care Staffing Services – 10/2/2023 – 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 DAS – Food Service Worker – 8/15/2023 - Present**
- CalVet West Los Angeles - Temporary/Relief Physical Therapy Assistant Staffing Services – 5/1/2023 – 8/31/2025
- CalVet Yountville - Temporary Substitute Nurse Services (RN & CNA) – 1/1/2022 – 12/31/2024
- Porterville Developmental Center – Staffing Services – 7/1/22 – 12/30/2023
- CA County of Orange – Surge Services – 7/1/2021 – 6/30/2024
- CA Butte County – 6/30/2023 – Present
- CA Napa State Hospital – Radiology Technician – 4/4/2017 – 2/29/2020
- CA Napa State Hospital – Dietitian – 10/01/2018 – 9/30/2022
- CA Orange County Health Care Agency – Registry Staffing Services – 5/9/2023 – Present
- CA Riverside County - Temporary Staffing & Locum Tenens Services – 7/1/2019 – 6/30/2024
- CA Atascadero State Hospital – CLS, Phlebotomist, RADT – 3/1/17-2/28/2020
- CA Butte County – Healthcare Services (LVN, LPT, RN) – 7/1/17-6/30/2020
- CA County of San Bernardino-Arrowhead Regional Medical Center – Registry & Travel Nursing/Allied Health - 2018-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 2014-Present
- CA Sacramento County Sheriff's Department – Medical Registry – 11/1/17-6/30/2021
- CA Coalinga State Hospital – (Dental Assistant, Dentist, Dietitian, Pharm Tech, Pharm,) – 2015 to 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
- Mercer County Correction Center – Nursing Services - 7/24/21 – 7/23/2023
- Cape May County, NJ – Crest Haven Nursing & Rehabilitation Center – 3/11/2020 – 3/10/2021
- Oklahoma State Department of Corrections - Temporary Medical Staffing Services (Locums and Nursing) – 10/2020 – Present
- 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
- 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
- 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
- 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
- West Virginia – Direct Care Staffing Services – 08/2020 – Present
- North Carolina Department of Public Safety – Locum Tenens Services (PSYT, Physicians, LCSW) – 12/1/17-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
- 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
- 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
- County of Lehigh – Temporary Nursing Services – 7/18/18-9/30/19
- County of San Bernardino-Arrowhead Regional Medical Center – Registry & Travel Nursing/Allied Health - 2018-Present
- 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
- 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
- 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
- Wisconsin Department of Veterans Affairs (WDVA) - Geriatric Nursing Services – 05/2021 - 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)
- Missouri Veterans Home – Mount Vernon - Staffing Services (RN and LPN) – 07/2021 - 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
- NJ Atlantic County Meadowview Nursing and Rehab Center – Temporary Nursing Staffing – 2/1/22 – 1/31/23
- NJ University Hospital – Temporary Nursing Services – 2022- 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
- 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
- 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
- North Carolina Clinical Health – Buncombe County Health and Human Services (BCHHS) - Temporary Support Staff for COVID-19 Testing – 11/01/2020 - Present

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 Contract for a Nurse Practitioner 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. HAN will be successful in filling the staffing orders for all the Contract for a Nurse Practitioner 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.

### **Key Personnel**

The following individuals will be responsible for various aspects of the contract as follows:

**Aby Mamboleo** will be the contract manager on this project. Ms. Mamboleo has more than 20 years of experience providing services of an equivalent nature as identified in the statement of work. She has worked in the capacity of contract projects director with Quality Medical Professionals (QMP), a firm that deals with medical personnel contracts. At QMP she dealt with the state of California contracts for the California Department of Corrections & Rehabilitation (CDCR) in providing temporary relief for various medical professionals such as pharmacists, pharmacy technicians, medical assistants, licensed vocational nurses, psychologists, x-ray technicians, etc. She was owner and contract manager of Lead Staffing whereby she was responsible for administration of contracts. Ms. Mamboleo will serve as the Contract Manager on this contract and will oversee the daily provisions of this agreement to success. Ms. Mamboleo will be responsible for administration of the contract and any reporting, contract issues, and any issues from a client relations standpoint of the contract.

Our invoices will be prepared from the Covina location by our Division President headed by **Paul Mwangi**, who will be in charge of ensuring that we are following protocol on billing and invoicing guidelines. Additionally, our accounting software can create any customized reports that the WV Veterans Nursing Facility might require. This software also tracks invoicing, timesheets, overtime, pay, and balances, just to mention a few features, all at the touch of a button.

**Theresa Hendricks** is our accounting manager and under the supervision of Mr. Mwangi, she will be responsible for reports such as the utilization of small business reports, monthly sales reports & surcharge adjustment reports. Theresa has experience providing such reports. She currently provides usage sales reports and monthly expenditure reports to our government clients such as New York State-OGS, Commonwealth of Pennsylvania, Commonwealth of Virginia, North Carolina Department of Public Safety, and Wisconsin Department of Corrections she provides utilization report, and for GSA she pays our IFF fee.

**Andrea Goodwin** is the Director of Sales and Operations at HAN. She has been in the HR industry for over 10 years, and she will oversee the recruitment end of this project. Ms. Goodwin is in charge of all the recruiters in our corporate office and the compliance department. Ms. Goodwin will serve as the Account Manager for this contract as she has experience serving in the same capacity for some of our other public sector contracts such as New York State-OGS, Commonwealth of Virginia, Commonwealth of Pennsylvania, Orange County Department of Corrections- Florida, etc.

**Francisco Gomez** is the HR Manager & recruiting manager at HAN. He has been in the HR industry for over 5 years, and he will oversee the recruitment end of this project. Mr. Gomez is in-charge of all the recruiters and the compliance department. Mr. Gomez will serve as the Customer Service Point of Contact for this contract as he has experience serving in the same capacity for some of our other public sector contracts such as New York State-OGS, Arkansas Department of Health Services, Minnesota Department of Health Services, Missouri, South Carolina, Commonwealth of Pennsylvania, Department of human services-Colorado, Colorado Department of Corrections, Virginia Department of Behavioral health services etc. He can influence and persuade senior management on issues that affect recruitment. He has pragmatic problem-solving skills & is an articulate communicator with the ability to interpret and explain written and statistical data to a wide range of audiences. He is detail oriented and has a solid commitment to customer & employee service.

The compliance department is designed for peace of mind to the client and HAN, knowing that all the contract and client requirements are met. This means collecting and storing applications, licensure, background checks, and any pertinent documents, and ensuring legality and authorization work in the US. **Sarah Boulos** is the Compliance Manager at HAN and she oversees and performs the monitoring functions. She schedules the skills and competency tests, reviews the results, and performs background checks, reference checks, evaluations, and all other compliance functions. Ms. Boulos has over 3 years of experience in the staffing industry in recruiting and compliance. HAN as mentioned earlier has contracts with various public-sector organizations providing similar services as requested in this contract.

**Leslie Jeffries** is our Clinical Consultant and she is knowledgeable in general nursing principles, practices, and standards. She will be responsible for - Conducting interviews of nursing and health care professionals to ascertain that standards for accreditation, licensure, and certification are maintained, Preparing reports of findings and recommending program improvements compliance manager, and Consulting with and providing technical assistance to nursing and health care providers through the interpretation or clarification of regulations, Serving as an expert resource to other professionals and management in nursing and health care planning, development, and implementation of strategies – to name a few. She has knowledge of specialized techniques of nursing care in correctional settings, hospital settings, nursing homes, rehab care, and other health care facilities and personnel. She is also knowledgeable in pharmaceutical services, medical services, social services, and dietary.

### **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 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 WV 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, 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 temporary 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 (State board of nursing)
- Recruiter Networking – with work source centers, back to work programs, One Stop, Career Source
- 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.
- **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).

### **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. 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

Nursing Exams				
Cardiac Cath Lab	CVCU Exam A	Geriatric LTC-Pharmacology	Neuro Progressive Care Exam A	Psychiatric
CCU Exam A	CVCU Exam B	Geriatric-LTC	Neuro Progressive Care Exam B	RN Pharmacology Exam A
CCU Exam B	Corrections-RN/LPN	IV Push Medications	Newborn Nursery	RN Pharmacology Exam B
Clinic	Diabetes Knowledge Quiz for RN/LPN	IV Therapy/Infusion	NICU Pharmacology	RN/LPN Case Manager
CNA Acute Care Exam A	Dialysis	Labor & Delivery	NICU	RN/LPN-Dementia Care
CNA Acute Care Exam B	Dysrhythmia Exam	LPN/LVN Competency	Oncology	RN/LPN-Hospice & Palliative Care
CNA Acute Care Exam C	Endoscopy/GI Lab Exam A	LPN/LVN Pharmacology	Operating Room	Surgical ICU Exam
CNA-Dementia Care	Endoscopy/GI Lab Exam B	Med-Surg/Tele Combo	PACU	Telemetry
CNA-Disability Competency	ER Exam A	Medical-Surgical Exam A	Pediatrics	Trauma ICU Exam
CNA-Hospice & Palliative Care	ER Exam B	Medical-Surgical Exam B	PEDS Pharmacology	
CNA-LTC	General ICU Exam A	Neuro ICU Exam A	PICU	
CNA-Sitter	General ICU Exam B	Neuro ICU Exam B	Postpartum	

### Allied Exams

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

### Joint Commission & OSHA Annual Mandatory

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

### Home Care Exams

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

### Precision Skills Checklists

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

### Validated Healthcare Assessments Following EEOC Guidelines

Prophecy assessments is also used as pre-screening tools to assess clinical skill and knowledge for new hires or current clinicians. Prophecy Healthcare is the BEST choice in providing a comprehensive and holistic approach to pre-employment screening. Prophecy is compliant with the Federal Uniform Guidelines on Employee Selection Procedures (1978), which require that validity and reliability methodologies and measurements be used to substantiate the use of

Prophecy Healthcare uses content and/or criterion-based validity to ensure that our assessments limit Disparate (“discriminatory”) Impact against protected groups, which maintains compliance with EEOC standards. Our test plan development follows a similar methodology to that of the National Council for State Boards of Nursing’s NCLEX® exam for RN licensure and other professional healthcare certification exams.

Measuring the candidate's skill level in their specialty is more important than ever. As a health care staffing company we need to ensure that the professionals we hire have the latest skills and knowledge, as well as the critical thinking capabilities required of their positions. The professionals we hire are representing us thus we utilize Prophecy Clinical Assessments. This is because they follow the Department of Labor Uniform Guidelines on Employee Selection Procedures and are approved for use as a pre-hire screening tool. We receive instant results that shows the candidate's score and national rank as well as their rank within a facility.

[illegible]

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

- 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 hostile 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.

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.

### **Training and Education**

HAN customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. HAN 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.

HAN'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. HAN 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. HAN 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, Microsoft Office 365, Microsoft Access, Microsoft Access Tutorial, Microsoft Excel, Microsoft Excel Tutorial, Microsoft Internet Explorer Tutorial, Microsoft Office Integration Tutorial, Microsoft Outlook Tutorial, Microsoft Power Point Tutorial, Microsoft Windows Tutorial, Microsoft Word Tutorial, Microsoft Word - Advanced Documents 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 HAN 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 HAN allowing the freedom to learn at one's own pace and at one's chosen schedule.

### **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 checks help 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) HAN associate will call the supervisor or person who requested service to ensure the temporary worker is performing according to your expectations.
- 2) HAN 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, HAN 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. HAN only retains workers that meet or exceed our standards.

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
- 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. 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.

#### **Level of quality provided**

HAN 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 6 months-1 year experience depending on job title.

HAN 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

HAN will ensure the prospective temporary employees meet the requirements, by utilizing online assessment test for the various skills. HAN 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 HAN's clients as expressed in their contract or mission statement. Customers are broadly defined to include our clients, staff and vendors.

### **Back-up plan**

HAN will utilize the services of consultants as a backup plan. We have two offsite consultants who serve as a contract specialists and we shall call upon them to assist if the need arises. In the event the computer system fails we have established manual and alternative contingency systems that can be utilized. In the event the system fails partially or totally, there will be a backup system that can be brought into operation.

Our alternative contingency system includes a manual system (faxes, phones, mail, handwritten forms) or through a server that has a backup copy of our technology (through the external hard drive and sometimes USB flash drive), or a different use of technology (through the cloud or shared folders on dropbox, virtual desktop power place).

An example of our possible contingency systems includes the following:

- using stand-alone personal computers , or laptop computers with backup data if the computer network fails
- using paper documents that can be faxed or mailed by having a paper back up. We print documents and file them.
- using hand-held calculators if computerized spreadsheet systems fail
- using handwritten forms to replace on-screen data capture where computers fail (so that business can continue while the system is down—the data can be entered when the system is restored)
- mirroring computer systems on backup hardware with backup software, in case the main system fails
- ensuring alternative power supplies are available if the main power system fails
- using fax machines, telephones or couriers such as fedex, OnTrac, UPS to transmit documents
- having alternative equipment available on stand-by, so that it can be brought on-line at short notice such as tablets e.g. ipads and smart phones.

HAN performs frequent backups to ensure recovery of the most current data version and to increase the likelihood of usable media. We use the flash drives for easy transfer of small files. As part of our back up plan we have created a drive image that lets us restore the PC to a like-new but custom-configured state if things go awry with our system, or if disaster strikes. This is done by cloning (and restoring) our hard drive that is stored in the external hard drive. Full back ups are done once a week and data files back up are performed daily.

HAN also has an internet backup that provides us with the highest security because the data is off site should things like fire or other natural disasters destroy our facilities. As a part of our back up plan we have regular tests performed on our back up to ensure that they are still working as required. As outlined above our back up plan will ensure that the contract will continue to be serviced with temporary professional staff even if the computer system fails hence ensuring customer satisfaction.

### **Payment Terms**

Payment is due 30 days after receipt of invoice. The following discounts are available for early payment:

- 0.75% 10Net30
- 0.65% 15Net30

### **Payroll and Billing Method**

HAN handles several clients, each with unique timekeeping and billing requirements. Typically, our standard process mandates that our employees submit approved timesheets weekly for entry into our online time management systems, to ensure accurate timekeeping. These systems are accessible to employees remotely to track, monitor, and approve time— all from a centralized location. Subsequent reports are then generated and processed for accuracy.

HAN's billing software is CTM. It allows for pay/bill parameters to be set up at the client level rather than making users spend much time at the end of the process when the invoices and paychecks are generated. With this approach, we can get the pay and bill right the first time, without relying on a list of manual fixes for every placement. HAN will configure each of its clients' agreements in the system before actually sending anyone to work. Rates, billing contact details, invoice templates, even tax rates and exemptions – these are all entered into the process upstream on the client record. When new job openings are created and candidates are placed in them, the correct pay and bill terms can flow down and be enforced each step of the way. This process ensures any rules of compliance are being followed, making sure the placement is correct when it's created rather than after it's been invoiced, reducing the likelihood of errors. After all details for the placement are approved, the information is immediately available in our time/expense system for the employee to begin using.

The software also allows us to attach signed timesheets to invoices and email them to our Clients, helping us to avoid billing errors. It is highly configurable thus we can customize the invoicing process and frequency to support the varying demands of our clients.

Our Employees are pay rolled as W-2 employees with taxes deducted from their paycheck. We use a payroll company that offers both technical expertise and advanced technology. Below is some of our services:

- Issue payroll checks/direct deposit/pay cards
- Provide online access to paystubs
- Issue annual W2s
- File New Hire Reports
- Process garnishments and maintain compliance
- Track PTO and sick/vacation time

As an employer, HAN has federal payroll tax responsibility. This include withholding from an employee's compensation and paying our contribution for Social Security and Medicare taxes under the Federal Insurance Contributions Act (FICA). Pursuant to the Federal Insurance Contributions Act (FICA) HAN is required by federal law to withhold three separate taxes from the wages that we pay our employees. FICA is comprised of:

- a 6.2 percent Social Security tax;
- a 1.45 percent Medicare tax (the "regular" Medicare tax); and
- a percentage of Medicare surtax when the employee earns over \$200,000.

All these amounts are withheld from an employee's wages. Further, HAN also pays the employer's portion of two of these taxes (the 6.2% & 1.45%).

Our invoices each month will have the accompanying signed timesheet to match/confirm hours worked. The invoices are double checked prior to sending out to clients to confirm correct billing. At HAN, our employees play a role in supporting the financial health of the company. Thus, we explain to our staff the importance of financial responsibility and how they can each participate to keep us on track. During staff meeting, the in-house personnel are shown our sales projection and explained how the company is funded. At HAN, we have internal controls that each employee undertakes to reduce wastes and increase profits. This includes duties for each position within the company and the hourly production expectations. During the initial probationary period, trainees are taught one on one how to prevent waste, make the best use of company resources and whom to approach with questions about the proper use of company funds for placing job ads. This strategy ensures that we conduct business in a fiscally responsible manner.

**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.