

**Attachment 5 - BIDDER INFORMATION
QUESTIONNAIRE
Solicitation #23057 Administrative Services (Statewide)**

General Questions

Bidder Name: CARELINE SERVICES INC.

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.

NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

#	Question	Response
1	Bidder Name	CARELINE SERVICES INC.
2	Address	315 FIFTH AVENUE, SUITE 806
3	City	NEW YORK
4	State	NY
5	County	NEW YORK
6	Zip Code	10016
7	Bidder Contact Name	DAVID LAWLER
8	Bidder Contact Telephone Number	212-686-8881
9	Bidder Contact E-mail	DLAWLER@CARELINESERVICES.COM
10	Bidder's PRINCIPAL PLACE OF BUSINESS: "Principal Place of Business" is the location of the primary control, direction and management of the enterprise (State of):	NEW YORK
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000033613
13	If Bidder does not have a vendor ID number, did Bidder complete and submit the OSC Substitute W-9 form to OGS as described in NYS Vendor File Registration, prior to submitting this Bid document?	
14	Does Bidder have a contract with any other federal, state or local governmental entity, including General Services Administration (GSA) / Veterans Affairs (VA), on similar products, quantities, terms and conditions? If yes, provide a link for each contract, if available. If link is not available, please provide hard copies with your bid submission.	Yes. SUNY-Downstate Medical Center. Contract provided soft and hard copies.
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	Yes
20	If yes, please detail the additional discounts by providing the percentage of discounts and the specific number of days within which payment must be made for the discounts to apply (for example: 2% / 15 days; 1% / 20 days):	1%/15 days
21	Person to contact for questions relating to this Bid submission:	
	Name:	DAVID LAWLER
	Title:	GENERAL MANAGER
	Telephone Number:	212-686-8881
	Toll Free Telephone Number:	
	E-Mail Address:	DLAWLER@CARELINESERVICES.COM
22	Person to contact for Contract Administration issues:	
	Name:	DAVID LAWLER
	Title:	GENERAL MANAGER
	Telephone Number:	212-686-8881
	Toll Free Telephone Number:	
	E-Mail Address:	DLAWLER@CARELINESERVICES.COM
23	Customer Service contact for New York State Contract Orders during normal business hours:	
	List normal business hours (Specify M-F, Sat, Sun):	M-F, 8A-5P, 24 HOUR ON-CALL SERVICE
	Name:	DAVID LAWLER
	Title:	GENERAL MANAGER

	Telephone Number:	212-686-8881
	Toll Free Telephone Number:	
	E-Mail Address:	DLAWLER@CARELINESERVICES.COM
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	DAVID LAWLER
	Title:	GENERAL MANAGER
	Telephone Number:	212-686-8881
	Toll Free Telephone Number:	
	E-Mail Address:	DLAWLER@CARELINESERVICES.COM
25	Is Bidder listed as a <u>certified</u> Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	A Bidder that is a Small Business (SBE) as defined in New York State Finance Law Section 160(8) will be identified by OGS in the OGS Contract Award Notification upon award of the Contract. "Small Business" means a business which: (a) is resident in New York State; (b) is independently owned and operated; (c) is not dominant in its field; and, (d) employs one hundred or fewer persons	
27	Is Bidder a New York Small Business as defined above?	Yes
28	Total number of people employed by your business:	48
29	Total number of people employed by your business in New York State:	43

BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS Pursuant to Procurement Lobbying Law (SFL § 139-j)		
30	Has any Governmental Entity made a finding of non-responsibility regarding the Bidder in the previous four years?	No
31	If yes, was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?	
32	If yes, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? If yes, please provide details regarding the finding of non-responsibility below.	
	Governmental Entity:	
	Date of Finding of Non-Responsibility:	
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	
33	Has any Governmental Entity terminated a Procurement Contract with or withheld a Procurement Contract from the Bidder due to the intentional provision of false or incomplete information? If yes, please provide details below.	No
	Governmental Entity:	
	Date of Termination or Withholding of Contract:	
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	

Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

Solicitation Specific Questions

Bidder Name: CARELINE SERVICES INC.

Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.
 NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	<p>Careline Services, Inc. executes a disciplined and methodical recruitment effort to ensure an adequate applicant pool in which to choose the best talent. This recruitment effort is accomplished using the following methods and resources. Referral incentives. Website directives at www.carelineservices.com. Comprehensive newspaper advertisement campaigns. Culturally targeted newspaper advertisement campaigns. Trade periodical advertisement campaigns. Career fair recruitment objectives. Direct Mail campaigns. Alignment with graduate Alumni organizations. Presentations and sponsorships at NCLEX Review courses. Online recruitment tools such as careerbuilder.com, craigslist.com, and healthjobsusa.com. Careline Services, Inc. screens all applicants in its database to ensure that the most qualified nurses are selected. Our standards of recruitment and screening conform to Joint Commission guidelines. Careline also incorporates, during initial orientation, education and information regarding False Claims Liability and Procedure for Detecting Fraud, Waste and Abuse and the Federal Deficit Reduction Act of 2005.</p>
2	What are your testing, training and orientation programs for temporary workers?	<p>Competency Assessment Tools Careline Services, Inc. utilizes a third party vendor, API TSS, for the administration of Skills Checklists and Competency Testing. Orientation Guide: Careline Services, Inc. provides orientation to our entire staff of healthcare providers during the initial hiring process as well as annually thereafter. Orientation is customized by discipline (RN, LPN & CNA). The Careline Orientation Guide is reviewed and acknowledged annually to ensure corporate compliance adherence. Careline Services, Inc. provides each of its staff members that are assigned to it's clients with an orientation to the facility's policies and procedures. The orientation is customized to include specific policies and procedures that are unique to The Facilities. All staff assigned to The Facilities will also take part in a unit orientation to become familiarized with the specific floor for which they will be assigned. Continuing Education & Training Sponsorship We sponsor our employees' efforts to remain current or to advance within their professions by maintaining a resource library in our office, regularly mailing pertinent articles to our employees, sponsoring classes (i.e. ACLS, BCLS, IV Certification and Annual Mandated Topics) and offering reimbursement for registration and annual continuing education courses (Marie Ortalze Education Courses). Our Clinical Director regularly hosts continuing education and certification courses at our home office. Typical topics include: Telemetry Certification, Elder Care and OSHA Safety courses. Orientation to Mandated Topics – These topics are reviewed and added to in accordance with Joint Commission, State Department of Health and/or Facility requirements. Currently, our packet includes HIV/Confidentiality, Fire and Electrical Safety, Universal Precautions/Infection Control, Age Specific Care, Confidentiality of Patient Care, HIPAA Compliance, Hepatitis B and C, Pain Management, Sex Abuse Protocols and Multicultural Aspects of Patient Care. After reviewing this information an acknowledgement form is signed and dated by the clinician and placed in their personnel file. Skills Checklist/Self Assessment Tool – Designed by discipline to capture specific work related experience. Competency Tests - Pharmacology & Assessment.</p>

3	<p>What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?</p>	<p>Yes. Sex Offender Search : https://www.nsopw.gov/en-US/Search/Verification?AspxAutoDetectCookieSupport=1 NY CNA License Verification: https://registry.prometric.com/public NY Department of Corrections Check: http://nysdoccslookup.doccs.ny.gov/ OIG Check: https://exclusions.oig.hhs.gov/ NY License Verification: http://www.op.nysed.gov/opsearches.htm OMIG Check: https://www.omig.ny.gov/search/exclusions SAM Check: https://www.sam.gov/portal/SAM/?portal:componentId=3c9caa24-5c93-4ce9-b244446a54e9&interactionstate=JBPNs_r00ABXc0ABBfanNmQnJpZGdlVmlld0lkAAAAAQATL2pzZi9uYXZpZ2F0aW9uLmpzcAAHX19FT0ZfXw**&portal:type=action##11 Sterling Background Check: https://secure.sterlingdirect.com/login/default.aspx</p>
4	<p>Do you agree to perform the background checks as identified in the Solicitation as requested?</p>	<p>YES</p>
5	<p>How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?</p>	<p>Quality Account Management Careline Services, Inc. uses its staffing coordinators and marketing personnel to conduct ongoing quality management calls. The staffing coordinators make check-in calls when an employee starts the assignment and periodically throughout the duration of the assignment. These calls are intentionally brief with the purpose of remaining in close contact so no problems or issues that may arise go unchecked and allowed to grow. Both our staffing coordinators and marketing personnel make scheduled client visits in an effort to continually manage our placements, provide customer service and guarantee high quality patient care. Documentation of these calls and visits are stored in our database. Client Complaint Policy Careline is devoted to providing quality services with the highest standards of healthcare business ethics to our clients. Should a client have a complaint and/or issue with any aspect of Careline’s operations- either administrative and/or clinical the following protocol will be followed. Upon receiving news of a complaint, the information will be referred to a manager. Using Careline’s Client Complaint Form, the manager will document the issue and offer resolution. If the manager cannot successfully resolve a facility’s complaint, the issue will be referred to a senior manager who will assess the situation and offer solutions and/or call a meeting with Careline for input and direction. Client and Employee Satisfaction Policy Careline Services is committed to quality service and perpetual improvement. As part of that commitment, Careline Services administers a Client Satisfaction Survey as well as an Employee Satisfaction Survey. The purpose of administering these two essential surveys is for Careline to scrutinize its own performance as perceived by the clients and employees for which Careline service. Both surveys will be distributed or administered either by mail or in person one time per year commencing in the first week of March. A goal of 100% participation is anticipated with the rationalization that some surveys, no matter how persistent participation is encouraged, will not be returned. All considerable surveys must be returned by the last day of March. The information from each survey will be tallied for both quantifiable and qualifiable information. This extrapolated information will then be analyzed by Careline Services management for areas that need performance improvement initiatives. This information will be compared to each successive year to ensure that those areas have been or are improving. Termination In the event that the facility determines that a Careline Services, Inc. employee is not suitable for assignment at The Facilities, The Facilities will notify Careline as to the intention to classify that employee as a “DNR” (Do Not Return). Careline Services, Inc. will document this classification and refer that employee to the Clinical Director for counseling.</p>

<p>6</p>	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>Credentialing and quality assurance are very important components of the Careline Services, Inc. business operation. Careline Services, Inc. makes a commitment to our clients and clinicians by employing a comprehensive quality assurance program. This program combines screening and hiring requirements, consistent documentation, performance monitoring and support and career development components. This program benefits our clinicians because it ensures that when working with Careline Services, Inc. their license and livelihood is protected and it benefits our clients because this commitment allows our employees to focus on providing quality care to the facility's patients. Clinical Director Careline Services, Inc. employs a Clinical Director who has over thirty years of experience and is responsible not only to direct and oversee our quality assurance program, but also to be available to both clients and nurses for clinical issues. Joint Commission Careline Services, Inc. earned initial Certification by The Joint Commission as a Health Care Staffing Service in May 2006 and was recertified in June 2008, 2010, 2012, 2014 and 2016. Candidate Screening Careline Services, Inc.'s quality assurance begins with our recruitment efforts. Immediately upon identifying interested candidates, Careline Services, Inc. commences qualifying the applicant. We use an applicant data sheet that elicits information about relevant experience about a candidate's skill set, about a candidate's preferences and about clinical settings in which the candidate can best perform. Also during this interaction, Careline Services, Inc.'s recruiters screen for indications that the applicant is self-motivated, congenial, responsible and able to function well under pressure. If this screening goes well, arrangements for registration are made with the applicant. Registration & Credentials Verification Process Careline Services, Inc.'s registration requires the candidate to complete several required forms and documents and to present credentials and information. During this time the candidate is also required to complete a competency test according to their discipline and specialty at a passing score of 80%. We also require our candidates to complete a skills checklist which is a self-assessment of the specific areas of expertise and comfort levels. The required forms that the candidate needs to complete are supplied by Careline Services, Inc. and include: Employment Application – a comprehensive form used to summarize the candidate's experience, education, certifications and license. I-9 Form with 2 valid IDS – complying with IRCA to ensure that we hire only those individuals authorized to work in this country. W-4 Form – to establish the candidate's tax status. Reference Request Forms – A minimum of 2 clinical references are required. Orientation to Mandated Topics – These topics are reviewed and added to in accordance with Joint Commission, State Department of Health and/or Facility requirements.</p>
	<p>Continued from question #6</p>	<p>Currently, our packet includes HIV/Confidentiality, Fire and Electrical Safety, Universal Precautions/Infection Control, Age Specific Care, Confidentiality of Patient Care, HIPAA Compliance, Hepatitis B and C, Pain Management, Sex Abuse Protocols and Multicultural Aspects of Patient Care. After reviewing this information an acknowledgement form is signed and dated by the clinician and placed in their personnel file. Skills Checklist/Self Assessment Tool – Designed by discipline to capture specific work related experience. Competency Tests - Pharmacology & Assessment. Hepatitis B Acceptance/Declination Form – if candidate indicated acceptance and/or vaccination – the three inoculation dates must be provided – if declines inoculation the form is signed, dated and retained on file. The required documentation the applicant needs to present (originals are viewed and authenticated and copies are maintained on file) include: Professional License and/or Certification – verification performed on line and via the Office of Professional Disciplines. Professional Registration – must be current resume or completed work history on our application. Annual Physical Exam – must be dated within one year of this application, signed by a physician or nurse practitioner attesting that the applicant is in good health and able to perform the duties of their profession. Record of Immunizations: The immunizations and titres required are for rubella, rubeola (if born after 1957), varicella and an annual PPD (positive PPD results require chest X-Rays to confirm lungs are clear and the completion of a positive TB questionnaire). CPR Certification – BCLS is required, ACLS, PALS, NALS if necessary. Certification of Insurance – Malpractice Cover Sheet – Although our malpractice insurance covers our employees when on assignment, as an additional protection, we suggest our clinicians to carry individual policies with \$1/\$3 million minimums. Background Checks, including criminal history, employment history and a Social Security Trace are performed prior to initial assignment by Sterling Testing Systems. HIPAA Compliance Each candidate must complete a HIPAA Acknowledgement which states "I acknowledge the confidentiality of patient healthcare information ("Confidential Patient Information") that I may receive or have access to in the course of providing patient care services at institutions at which I am assigned. I shall maintain the confidentiality of Confidential Patient Information, and in doing so, shall comply with all applicable state and federal laws and regulations, including, without limitation, the privacy provisions under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and the policies and procedures of each institution where I am assigned. My agreement to maintain the confidentiality of Confidential Patient Information shall survive the termination of my employment with and the conclusion of any assignment.</p>

	Continued from question #6	<p>File Maintenance Once this documentation is completed, collected and copied an employee personnel file is created and all information is entered into our database and document expiration reminders are automatically set on the internal calendar. All I-9s are filed separately in locked cabinets. A personnel file checklist is completed and used as a cover sheet for each file. This checklist provides a quick reference for documentation expiration dates. After this, an offer letter, employee handbook and orientation manual, including a review of Careline Services, Inc.'s administrative policies regarding employee's responsibilities, conduct, scheduling, payment, etc., is sent to the applicant. Upon acceptance, the applicant is hired and photo ID cards are produced for the new employee. Background checks are performed prior to initial assignment. File Audits Quality assurance is an ongoing operation that receives daily attention. We understand the importance of properly screening and credentialing new hires and maintaining current personnel files. We are acutely aware of State Department of Health regulations and Joint Commission guidelines and have incorporated these into Careline Services, Inc.'s staff requirements. Our Compliance Specialist is alerted 30 days in advance as to which files need to be audited by our internal document tracking calendar system. File audits enable Careline Services, Inc. to ensure that all documents are updated and current. These documents are available for client review upon request. Monthly letters, frequent telephone calls and e-mail notifications are completed to all registered employees to elicit current documents for this program. Employees that do not keep their documents current are considered non-compliant and are deactivated and unavailable for assignment until which time they submit the proper documents and are reactivated. We do our best to minimize the potential risk during client audits and surveys and remain on-call throughout this time for all clients. Performance Evaluations Performance evaluation forms are periodically sent to the facility/department where our employee was/is placed seeking feedback on the employee's clinical abilities and work ethic. These evaluations are reviewed by the Clinical Director, discussed with the employee and kept on file. Performance evaluations are also conducted internally by Careline Services, Inc.'s supervisors. By using this tool Careline Services, Inc. endeavors to review and improve the clinical and professional performance of our staff. Any evaluations that show needed areas of improvement are addressed by creating an action plan through which counseling, skill training or disciplinary action and/or continuing education courses are provided and performance improvement is monitored. Quality Account Management Careline Services, Inc. uses its staffing coordinators and marketing personnel to conduct ongoing quality management calls. The staffing coordinators make check-in calls when an employee starts the assignment and periodically throughout the duration of the assignment.</p>
	Continued from question #6	<p>These calls are intentionally brief with the purpose of remaining in close contact so no problems or issues that may arise go unchecked and allowed to grow. Both our staffing coordinators and marketing personnel make scheduled client visits in an effort to continually manage our placements, provide customer service and guarantee high quality patient care. Documentation of these calls and visits are stored in our database. Client Complaint Policy Careline is devoted to providing quality services with the highest standards of healthcare business ethics to our clients. Should a client have a complaint and/or issue with any aspect of Careline's operations- either administrative and/or clinical- the following protocol will be followed. Upon receiving news of a complaint, the information will be referred to a manager. Using Careline's Client Complaint Form, the manager will document the issue and offer resolution. If the manager cannot successfully resolve a facility's complaint, the issue will be referred to a senior manager who will assess the situation and offer solutions and/or call a meeting with Careline for input and direction. Client and Employee Satisfaction Policy Careline Services is committed to quality service and perpetual improvement. As part of that commitment, Careline Services administers a Client Satisfaction Survey as well as an Employee Satisfaction Survey. The purpose of administering these two essential surveys is for Careline to scrutinize its own performance as perceived by the clients and employees for which Careline service. Both surveys will be distributed or administered either by mail or in person one time per year commencing in the first week of March. A goal of 100% participation is anticipated with the rationalization that some surveys, no matter how persistent participation is encouraged, will not be returned. All considerable surveys must be returned by the last day of March. The information from each survey will be tallied for both quantifiable and qualifiable information. This extrapolated information will then be analyzed by Careline Services management for areas that need performance improvement initiatives. This information will be compared to each successive year to ensure that those areas have been or are improving. Termination In the event that the facility determines that a Careline Services, Inc. employee is not suitable for assignment at The Facilities, The Facilities will notify Careline as to the intention to classify that employee as a "DNR" (Do Not Return). Careline Services, Inc. will document this classification and refer that employee to the Clinical Director for counseling</p>
7	What process do you follow to ensure the proposed resumes meet your client's request?	<p>Careline has been provided nurses to its clients for over 13 years. Our staff has over 70 years of combined experience with the recruitment and placement of healthcare providers. Upon engaging with new clients, our recruiters interview the Director of Nursing to get the exact job order specifications and experience need to fill the position. Our applicant tracking system uses key words to match candidates with the appropriate open position. Finally, our Clinical Director evaluates and rates all resumes that we receive prior to submission to our clients.</p>

8	How do you schedule engagements?	Careline utilizes a web-based system for scheduling: API Healthcare. API is a workforce management software that allows our candidates to directly input their availability and it allows our clients to directly input their upcoming staffing needs and openings. It allows for short and long term scheduling and is accessible 24/7 from a smart phone.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. Careline utilizes a web-based system for scheduling: API Healthcare. API is a workforce management software that allows our candidates to directly input their availability and it allows our clients to directly input their upcoming staffing needs and openings. It allows for short and long term scheduling and is accessible 24/7 from a smart phone.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	All candidates that are referred to Careline via our subcontractors get entered into our API Healthcare staffing software and are required to mirror Careline's QA and Recruitment policies, including screening and interview, prior to being submitted to NYS facilities.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Careline utilizes a web-based system for applicant and candidate tracking called API Healthcare
12	What is your escalation and resolution policy (in case an issue or emergency arises)?	Careline is devoted to providing quality services with the highest standards of healthcare business ethics to our clients. Should a client have a complaint and/or issue with any aspect of Careline's operations- either administrative and/or clinical- the following protocol will be followed. Upon receiving news of a complaint, the information will be referred to a manager. Using Careline's Client Complaint Form, the manager will document the issue and offer resolution. If the manager cannot successfully resolve a facility's complaint, the issue will be referred to a senior manager who will assess the situation and offer solutions and/or call a meeting with Careline for input and direction.
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	Careline Services, Inc. is primarily a healthcare staffing company. Because of the specialized nature of the nurses that we place, and the necessity of a full Facility orientation prior to commencement of the temporary assignment, Careline's ability to replace a rejected Temp relies on the Facilities Orientation schedule. Using the example of SUNY-Downstate, the Hospital has a monthly Orientation schedule, Careline obtains that schedule months in advance and is able to schedule it's nurse candidates accordingly. This ensures that our nurse pool expands each month which then allows for replacement of rejected staff to occur very quickly. Typically within 1 to 2 weeks.
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	<p>Credentiaing and quality assurance are very important components of the Careline Services, Inc. business operation. Careline Services, Inc. makes a commitment to our clients and clinicians by employing a comprehensive quality assurance program. This program combines screening and hiring requirements, consistent documentation, performance monitoring and support and career development components. This program benefits our clinicians because it ensures that when working with Careline Services, Inc. their license and livelihood is protected and it benefits our clients because this commitment allows our employees to focus on providing quality care to the facility's patients. Clinical Director Careline Services, Inc. employs a Clinical Director who has over thirty years of experience and is responsible not only to direct and oversee our quality assurance program, but also to be available to both clients and nurses for clinical issues. Joint Commission Careline Services, Inc. earned initial Certification by The Joint Commission as a Health Care Staffing Service in May 2006 and was recertified in June 2008, 2010, 2012, 2014 and 2016. Candidate Screening Careline Services, Inc.'s quality assurance begins with our recruitment efforts. Immediately upon identifying interested candidates, Careline Services, Inc. commences qualifying the applicant. We use an applicant data sheet that elicits information about relevant experience about a candidate's skill set, about a candidate's preferences and about clinical settings in which the candidate can best perform. Also during this interaction, Careline Services, Inc.'s recruiters screen for indications that the applicant is self-motivated, congenial, responsible and able to function well under pressure. If this screening goes well, arrangements for registration are made with the applicant. Registration & Credentials Verification Process Careline Services, Inc.'s registration requires the candidate to complete several required forms and documents and to present credentials and information. During this time the candidate is also required to complete a competency test according to their discipline and specialty at a passing score of 80%. We also require our candidates to complete a skills checklist which is a self-assessment of the specific areas of expertise and comfort levels. The required forms that the candidate needs to complete are supplied by Careline Services, Inc. and include: Employment Application – a comprehensive form used to summarize the candidate's experience, education, certifications and license. I-9 Form with 2 valid IDS – complying with IRCA to ensure that we hire only those individuals authorized to work in this country. W-4 Form – to establish the candidate's tax status. Reference Request Forms – A minimum of 2 clinical references are required.</p> <p>Orientation to Mandated Topics – These topics are reviewed and added to in accordance with Joint Commission, State Department of Health and/or Facility requirements.</p>

Continued from question #14

Currently, our packet includes HIV/Confidentiality, Fire and Electrical Safety, Universal Precautions/Infection Control, Age Specific Care, Confidentiality of Patient Care, HIPAA Compliance, Hepatitis B and C, Pain Management, Sex Abuse Protocols and Multicultural Aspects of Patient Care. After reviewing this information an acknowledgement form is signed and dated by the clinician and placed in their personnel file. Skills Checklist/Self Assessment Tool – Designed by discipline to capture specific work related experience. Competency Tests - Pharmacology & Assessment. Hepatitis B Acceptance/Declination Form – if candidate indicated acceptance and/or vaccination – the three inoculation dates must be provided – if declines inoculation the form is signed, dated and retained on file.

The required documentation the applicant needs to present (originals are viewed and authenticated and copies are maintained on file) include: Professional License and/or Certification – verification performed on line and via the Office of Professional Disciplines. Professional Registration – must be current resume or completed work history on our application. Annual Physical Exam – must be dated within one year of this application, signed by a physician or nurse practitioner attesting that the applicant is in good health and able to perform the duties of their profession. Record of Immunizations: The immunizations and titres required are for rubella, rubeola (if born after 1957), varicella and an annual PPD (positive PPD results require chest X-Rays to confirm lungs are clear and the completion of a positive TB questionnaire). CPR Certification – BCLS is required, ACLS, PALS, NALS if necessary. Certification of Insurance – Malpractice Cover Sheet – Although our malpractice insurance covers our employees when on assignment, as an additional protection, we suggest our clinicians to carry individual policies with \$1/\$3 million minimums. Background Checks, including criminal history, employment history and a Social Security Trace are performed prior to initial assignment by Sterling Testing Systems. HIPAA Compliance Each candidate must complete a HIPAA Acknowledgement which states “I acknowledge the confidentiality of patient healthcare information (“Confidential Patient Information”) that I may receive or have access to in the course of providing patient care services at institutions at which I am assigned. I shall maintain the confidentiality of Confidential Patient Information, and in doing so, shall comply with all applicable state and federal laws and regulations, including, without limitation, the privacy provisions under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and the policies and procedures of each institution where I am assigned. My agreement to maintain the confidentiality of Confidential Patient Information shall survive the termination of my employment with and the conclusion of any assignment.

Continued from question #14

File Maintenance
Once this documentation is completed, collected and copied an employee personnel file is created and all information is entered into our database and document expiration reminders are automatically set on the internal calendar. All I-9s are filed separately in locked cabinets. A personnel file checklist is completed and used as a cover sheet for each file. This checklist provides a quick reference for documentation expiration dates. After this, an offer letter, employee handbook and orientation manual, including a review of Careline Services, Inc.’s administrative policies regarding employee’s responsibilities, conduct, scheduling, payment, etc., is sent to the applicant. Upon acceptance, the applicant is hired and photo ID cards are produced for the new employee. Background checks are performed prior to initial assignment. File Audits Quality assurance is an ongoing operation that receives daily attention. We understand the importance of properly screening and credentialing new hires and maintaining current personnel files. We are acutely aware of State Department of Health regulations and Joint Commission guidelines and have incorporated these into Careline Services, Inc.’s staff requirements. Our Compliance Specialist is alerted 30 days in advance as to which files need to be audited by our internal document tracking calendar system. File audits enable Careline Services, Inc. to ensure that all documents are updated and current. These documents are available for client review upon request. Monthly letters, frequent telephone calls and e-mail notifications are completed to all registered employees to elicit current documents for this program. Employees that do not keep their documents current are considered non-compliant and are deactivated and unavailable for assignment until which time they submit the proper documents and are reactivated. We do our best to minimize the potential risk during client audits and surveys and remain on-call throughout this time for all clients.

Performance Evaluations
Performance evaluation forms are periodically sent to the facility/department where our employee was/is placed seeking feedback on the employee’s clinical abilities and work ethic. These evaluations are reviewed by the Clinical Director, discussed with the employee and kept on file. Performance evaluations are also conducted internally by Careline Services, Inc.’s supervisors. By using this tool Careline Services, Inc. endeavors to review and improve the clinical and professional performance of our staff. Any evaluations that show needed areas of improvement are addressed by creating an action plan through which counseling, skill training or disciplinary action and/or continuing education courses are provided and performance improvement is monitored.

	Continued from question #14	<p>Quality Account Management Careline Services, Inc. uses its staffing coordinators and marketing personnel to conduct ongoing quality management calls. The staffing coordinators make check-in calls when an employee starts the assignment and periodically throughout the duration of the assignment. These calls are intentionally brief with the purpose of remaining in close contact so no problems or issues that may arise go unchecked and allowed to grow. Both our staffing coordinators and marketing personnel make scheduled client visits in an effort to continually manage our placements, provide customer service and guarantee high quality patient care. Documentation of these calls and visits are stored in our database.</p> <p>Client Complaint Policy Careline is devoted to providing quality services with the highest standards of healthcare business ethics to our clients. Should a client have a complaint and/or issue with any aspect of Careline's operations- either administrative and/or clinical- the following protocol will be followed. Upon receiving news of a complaint, the information will be referred to a manager. Using Careline's Client Complaint Form, the manager will document the issue and offer resolution. If the manager cannot successfully resolve a facility's complaint, the issue will be referred to a senior manager who will assess the situation and offer solutions and/or call a meeting with Careline for input and direction.</p> <p>Client and Employee Satisfaction Policy Careline Services is committed to quality service and perpetual improvement. As part of that commitment, Careline Services administers a Client Satisfaction Survey as well as an Employee Satisfaction Survey. The purpose of administering these two essential surveys is for Careline to scrutinize its own performance as perceived by the clients and employees for which Careline service. Both surveys will be distributed or administered either by mail or in person one time per year commencing in the first week of March. A goal of 100% participation is anticipated with the rationalization that some surveys, no matter how persistent participation is encouraged, will not be returned. All considerable surveys must be returned by the last day of March. The information from each survey will be tallied for both quantifiable and qualifiable information. This extrapolated information will then be analyzed by Careline Services management for areas that need performance improvement initiatives. This information will be compared to each successive year to ensure that those areas have been or are improving.</p>
	Continued from question #14	<p>Termination In the event that the facility determines that a Careline Services, Inc. employee is not suitable for assignment at The Facilities, The Facilities will notify Careline as to the intention to classify that employee as a "DNR" (Do Not Return). Careline Services, Inc. will document this classification and refer that employee to the Clinical Director for counseling.</p>
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	<p>Yes. Sex Offender Search : https://www.nsopw.gov/en-US/Search/Verification?AspxAutoDetectCookieSupport=1 NY CNA License Verification: https://registry.prometric.com/public NY Department of Corrections Check: http://nysdoccslookup.doccs.ny.gov/ OIG Check: https://exclusions.oig.hhs.gov/ NY License Verification: http://www.op.nysed.gov/opsearches.htm OMIG Check: https://www.omig.ny.gov/search exclusions SAM Check: https://www.sam.gov/portal/SAM/?portal:componentId=3c9caa24-5c93-4ce9-1877a-b244446a54e9&interactionstate=JBPNs_r00ABXc0ABBfanNmQnJpZGdIVmld0kAAAAAQATL2pzZi9uYXZpZ2F0aW9uLmpzcAAHX19FT0ZfXw**&portal:type=action##11 Sterling Background Check: https://secure.sterlingdirect.com/login/default.aspx</p>
16	What is your current fill ratio?	76%
17	What is your current turnover rate for your temporary workers?	11%
18	What type of programs do you have to limit absenteeism and turnover?	Careline rewards our temporary staff with assignment completion bonuses. We also provide PTO and Health Insurance benefits which promotes retention. Careline has a monthly perfect attendance contest that we reward with gift cards and recognition.
19	What is your current absenteeism rate for your temporary staff?	3%

20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>Careline utilizes it's extensive Retention Program to maintain our high fill rates and low turnover rates. Careline Services, Inc.'s final component of its quality assurance program is our effort to retain our qualified clinical staff. Once a qualified clinician has chosen to work with Careline Services, Inc., it is a priority of ours to keep them satisfied. Retention promotes loyalty and stability that are attributes that make our jobs positive and enhance our services to our clients. Careline Services, Inc. retention measures include: Career Development: We sponsor our employees' efforts to remain current or to advance within their professions by maintaining a resource library in our office, regularly mailing pertinent articles to our employees, sponsoring classes and offering reimbursement for registration and continuing education. Fair Compensation Practices: Careline Services, Inc. is vigilant in maintaining rates that are comparable to our competitors. Comprehensive Benefits: We allow qualified employees to participate in our group benefit programs. Reimbursement for Job Related Expenses. Offering respect and appreciation for their efforts and representation of our company whenever they are working in their assignments.</p>
21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	No.
22	What are your recruitment policies?	<p>Careline is committed to employing, in its best judgment, the best qualified candidates for approved company positions while engaging in recruitment and selection practices that are in compliance with all applicable employment laws. It is the policy of Careline to provide equal employment opportunity for employment to all applicants and employees. The appropriate authorization is required to initiate any action for an open position, including any recruitment efforts, advertising, interviewing and offers of employment, and is required to extend any offers of employment to any candidate. Recruitment Process: The hiring supervisor/manager submits an approved, completed requisition to the HR department. The HR department will assign a requisition number to assist in tracking and reporting. The HR department will contact the hiring supervisor to determine the most cost-effective methods of recruitment and selection. Only the HR director is authorized to approve expenditures relating to the recruitment of potential employees. Potential recruitment sources include: Newspaper advertising. Internet advertising. Internet sourcing. Employee referral. The HR department will submit resumes of qualified candidates to the hiring supervisor/manager. The hiring manager will identify the most appropriate candidates for interviewing.</p>
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	<p>Careline is currently providing nursing staff to SUNY-Downstate Medical Center and, in the recent past, has had contracts to provide nursing staff to NYSDDSO and NY State Veterans Home at St. Albans. We have the necessary experience and staffing pools needed to properly handle all new job orders as well as the transition of currently engaged candidates. For example, when Careline was awarded the NY State Veterans Home contract, we set up an on-site application office and had the temp staff that wanted to continue working at the Veterans home, apply directly with the on-site Careline representatives. Careline also has MWBE certified sub-contractors that we have contracted with in the past on stand-by to assist in ramping up recruitment and staffing efforts upon award of any new contract.</p>