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

General Questions

Bidder Name	STAFF TODAY INC (STI)

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	STAFF TODAY INC (STI)
2	Address	212 E. ROWLAND ST #313
3	City	COVINA
4	State	CA
5	County	LOS ANGELES
6	Zip Code	91723
7	Bidder Contact Name	ABY MAMBOLEO
8	Bidder Contact Telephone Number	800-928-5561
9	Bidder Contact E-mail	LILIAN@STAFFTODAYINC.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):	CALIFORNIA
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1100086162
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.	NO
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):	0.75%/15 DAYS;
21	**Person to contact for questions relating to this Bid submission:**	
	Name:	ABY MAMBOLEO
	Title:	CEO
	Telephone Number:	626-974-5561
	Toll Free Telephone Number:	800-928-5561
	E-Mail Address:	LILIAN@STAFFTODAYINC.COM
22	**Person to contact for Contract Administration issues:**	
	Name:	ABY MAMBOLEO
	Title:	CEO
	Telephone Number:	626-974-5561
	Toll Free Telephone Number:	800-928-5561
	E-Mail Address:	CONTRACTS@STAFFTODAYINC.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
	Name:	ANDREA GOODWIN
	Title:	HR MANAGER

	Telephone Number:	626-974-5561
	Toll Free Telephone Number:	800-928-5561
	E-Mail Address:	HRMANAGER@STAFFTODAYINC.COM
24	**Person to contact in the event of an emergency occuring after normal business hours or on weekend/holidays:**	
	Name:	PAUL MWANGI
	Title:	OWNER
	Telephone Number:	562-440-8802
	Toll Free Telephone Number:	800-928-5561
	E-Mail Address:	INFO@STAFFTODAYINC.COM
25	Is Bidder listed as a certified 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	Yes
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	MBE

	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?	No
28	Total number of people employed by your business:	104
29	Total number of people employed by your business in New York State:	40

	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	*STAFF TODAY INC (STI)*

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.	SELECTION, SCREENING & HIRING PROCESS Job Order Process The clients' request starts the job ordering process. This process ensures that the proposed resumes will meet the client's request. 1) Job order is submitted to STI by fax, phone, email or electronically. 2) Acceptance of order and initial response: - STI accepts the order and enters it into the database and responds to client confirming receipt of order. If needed further job requirements such as skills and preferences may be requested from the client. (This ensures temporary worker resume fits needs) – STI shall notify authorized user/client on availability within 4 hours for services needed within 5 days and 2 days for service needed later than 5days. 3) Job Order Populated: - STI's recruiter maps out the job order in the software to generate the best candidates available that fit the client's needs and whether new recruits are needed. 4) Evaluation Process: - Once the best candidates are identified, STI completes an evaluation process based on the client's request/needs. This includes a review of job requirements and expectations with the candidate. If candidate meets all requirements of the request the resume is submitted. If not, the previous step is repeated until a qualified match is made. ☐ 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, clinical experience, and references. We also verify that the candidate has a minimum of one year of clinical 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 person in accordance with INS regulations. ☐ Skills Proficiency Checklist – The skills checklist, inclusive of The Joint Commission Age Specific Criteria proficiencies, must be completed by the candidate prior to consideration for any healthcare position. This list aids us in matching the candidates' skills with available position skill requirements. For clerical/Office Workers they undergo competency testing detailed below. ☐ Comprehensive Interview: Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic. ☐ Competency Testing: Healthcare/Medical Workers: To validate the clinical and technical qualifications of qualified candidates, STI provides online Competency Testing in their area of specialization. The competency test must be passed with a minimum score of 80%. Clerical/Office Workers: To assess proficiency in computer

Continuation of Question #1	☐ 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. Current CPR certification is a mandatory requirement for all healthcare professionals employed with STI. We track CPR certification dates and facilitate the certification process for employees to maintain its validity. ☐ 5-12-Panel Urine Drug Screen: The test screens for standard drugs of abuse and more commonly abused prescription medications. ☐ Immunity History Verification: We verify each candidate's immunization history. Immunizations included in the history are Hepatitis B, Measles, Mumps, Rubella, and Varicella. In addition to a history check, we require TB skin testing on an annual basis, with all positive skin tests resolved by a negative chest x-ray and physician statement indicating symptom-free status. We provide, as a benefit to prospective employees, immunizations and/or antibody titer testing needed and TB skin testing annually. ☐ STI 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; Information about HIV, Hepatitis, and the importance of Hepatitis B immunization; Prevention and monitoring requirements for TB 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 as specified by 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).
Continuation of Question #1	☐ 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. ☐ Employee Assignment Appraisals: We request that the on-site Client Supervisor for each of our contract employees complete a formal Appraisal Form of the employee's suitability and performance at the close of each assignment. We use this information as ongoing validation of our initial professional reference sourcing, and in the decision to assign a contract employee to additional assignments with us. Appraisals are also required to be completed by the STI Compliance Manager at the close of each assignment – based upon the comprehensive performance of the employee during the assignment. This appraisal takes into account feedback received from the Client Supervisor during the course of the assignment, as well as their compliance with STI policies and procedures. Finally, we conduct an Annual Appraisal on all STI employees based on the performance feedback we have collected throughout the year. ☐ Annual Training: STI requires all contract employees to take a comprehensive set of annual training modules, inclusive of Infection and Exposure Control Plan, Hazardous Materials Communication, Workplace & Assignment Security, Fire, Oxygen, Electrical Safety, Patient Safety & Rights, Advance Directives, Patient Confidentiality, Diversity, Medication & Pain Management, Principles of Performance Improvement, Medicare Fraud & Waste, and Customer Service in Healthcare. ☐ Performance Review Board: We have established a formal committee to evaluate and make assessments relative to continued employment of contract employees who have had performance concerns identified on contract assignments. The Board is composed of a multi-disciplinary and multi-level group of individuals in the medical field. SCREENING: STI screens prospective employees through interviewing, skills testing and background checks. For all temporary workers, Staff Today Inc. (STI) utilizes only the best in background checks and personnel screening process. We provide our clients with comprehensive background screening services that include pre-employment verifications. This comprehensive employee screening services directly addresses employment problems of workplace violence, employee theft, falsified employment applications, drug use, turnover and negligent hiring liability. Our screening service provides us with accurately prepared reports that reveal any past criminal history, fraudulent Social Security numbers, falsified employment applications and untruthful resumes. We utilize a national company to perform employment drug testing and physical exams. This is because they have a nationwide network of thousands of collection sites and occupational health clinics, secure online reporting and consolidated billing. This enables us to have all our prospective employees tested regardless of their location. We also include Form I-9 employment verification (E-Verify) services that enable us to reduce errors and verify employees' legal right to work in the U.S.

Continuation of Question #1	As mentioned above our pre-employment screening services, legal compliance expertise is very comprehensive thus helps us reduce hiring risks, increase efficiency and hire with confidence. STI has determined nine (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. Below is a list of the 9 steps: - (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 or the clients' criteria. STI Detailed Employee Screening Process is outlined below: 1. 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. 2. Employment Application: A complete application, including education, work history, and references is required prior to candidate consideration. 3. USCIS Employment Eligibility Verification, including E-Verify: We verify work eligibility in accordance with INS regulations. 4. Competency Testing: To assess the skills and validate technical qualifications of qualified candidates 5. Comprehensive Interview: Our interviewing process includes a targeted, situational- and behavioral-based questionnaire to assist in determining character and work ethic. 6. 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. 7. As needed – 5-10 Panel Urine Drug Screen: The test screens for standard drugs of abuse and more commonly abused prescription medications. 8. 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.
Continuation of Question #1	9. Employee Assignment Appraisals: We request that the on-site Client Supervisor for each of our contract employees complete a formal Appraisal Form of the employee's suitability and performance at the close of each assignment. We use this information as ongoing validation of our initial professional reference sourcing, and in the decision to assign a contract employee to additional assignments with us. Appraisals are also required to be completed by the STI Compliance Manager at the close of each assignment – based upon the comprehensive performance of the employee during the assignment. This appraisal takes into account feedback received from the Client Supervisor during the course of the assignment, as well as their compliance with STI policies and procedures. Finally, we conduct an Annual Appraisal on all STI employees based on the performance feedback we have collected throughout the year. 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 caregiver 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. Hiring Policy & Philosophy: Within the context and framework of STI's mission, we continue to seek to employ the best-qualified personnel in all areas of our staffing operation. This philosophy is currently adhered to and will continue to serve as the basic guideline for all hiring practices. Initial employment screening, employment, employee compensation, training and development are extended to all persons regardless of race, color, national and ethnic origin, sex, age, or handicap. It is the policy of Staff Today Inc (STI) to provide equal opportunity in employment for all qualified persons, to prohibit discrimination in employment because of race, creed, color, sex, national origin, or disability, and to promote the full realization of equal employment opportunity through a positive and continuing program in all departments and facets of STI operation.

	Continuation of Question #1	1. All individuals seeking employment must complete application form. As part of the application, the individual will be requested to review the Staff Today Inc (STI)policy for hiring and to sign a form indicating that he/she understands the conditions upon which the application is accepted and the basis upon which the individual will be selected for hiring and training. 2. If at any time of the application there are no positions available or open at STI that meet the qualifications of the individual, the application will be put on our database and the file will be kept at STI for a period of six months. It will be the responsibility of the applicant to renew or extend this six-month period. If not extended the applicant will be required to submit all application materials and submit to all interview procedures. The applicant is further advised that it is the policy of STI to seek a wide range of applications for all job openings through advertisements and other means. All applicants resulting from said advertising and through other general sources will be treated as being equal with only the individual's qualifications and background being considered during the selection process. 3. Individuals with apparent qualifications necessary to fill available positions will be interviewed. This interview will cover questions regarding past work experience, specific skills or educational qualifications, and the reason why the individual is seeking for employments. 4. If a position is available that matches the qualifications of the individual applicant, a recommendation will be formulated by the supervisor or department head in charge with regard to the employment of this individual. The applicant will be given skills tests and the final decision on which applicant is accepted for further processing and training will be made by the HR Manager. 5. The applicants not selected for employment will remain in the employment file in accord with the time limits established under point 2 above. 6. If an applicant is made a conditional offer of employment by STI, the individual will be required to take a pre-employment background screening and in some cases a medical examination for which an appointment will be made by STI. While a pre-employment medical examination is being done, the applicant will undergo a drug/alcohol test for which the applicant will be required to provide book and/or urine specimens. STI will not hire any applicant who tests positive for illegal use of drugs or is not eligible to work in the U.S.
2	What are your testing, training and orientation programs for temporary workers?	TESTING, TRAINING & ORIENTATION PROGRAMS Clerical Testing: STI offers online competency and skills testing in relation to the job description/title. This information is usually included in the profile also. For example, administrative & clerical job testing will include typing, grammar, data entry, filing etc. STI 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. The following is a summary of some of our employment tests: • Accounting Titles - accounting terminology, accounts payable, accounts receivables, general accounting, general ledger knowledge etc. • Call Center Titles – Call Center Listening Skills [audio], Call Center Outbound Sales Skills etc • Financial Titles – Data entry 10key, Reconciliation, financial analysis etc • TechTest Titles - .NET Framework, Access Basic 2.0, ACT! 2000 for Administrators • Legal Titles – Paralegal skills, Legal filling skills, legal assistant etc • Industrial Titles – AutoCAD, Micrometers and Calipers, OSHA etc • Office/Professional Titles – numeric filing, alphabetical filling, typing, data entry, basic math etc • Software Titles – Microsoft office(word, excel, access, PowerPoint, publisher), Adobe, filemaker pro, corel etc

Continuation of Question #2	Below is a detailed listing of our employment skills test:- • Criteria Basic Skills Test (CBST) A test that measures the basic math and verbal skills that are required to succeed in a wide variety of entry-level jobs. Math and Verbal sub scores are listed separately. • Typing Test A test that measures an individual's typing speed and accuracy. An adjusted words-per-minute (WPM) score is given, which reflects the total number of words typed correctly during the time allotted. • Ten Key Test The Ten Key Test measures an individual's ability to perform numerical data entry. The test provides both a speed and an accuracy score. • Microsoft Excel A test that measures an individual's proficiency with Microsoft Excel. • Microsoft Word A test that measures an individual's proficiency with Microsoft Word. • Computer Literacy and Internet Knowledge Test (CLIK) A test of basic computer literacy that measures an individual's proficiency with using Internet browsers and common desktop applications such as email and word processing programs. It is a test consisting of two task-oriented simulations followed by ten multiple choice questions STI also offers the following employment aptitude test:- • Criteria Cognitive Aptitude Test (CCAT) A general aptitude test that measures a candidate's problem-solving ability, critical thinking, reasoning, and aptitude for learning and applying new information: 15 minutes. • MiniCog Rapid Assessment Battery (MRAB) A nine-test aptitude battery created by Harvard University psychologists, the MRAB measures an individual's ability to process information, including specific cognitive functions such as attention, working memory, and reasoning ability. • Criteria Attention Skills Test (CAST) A four-test subset of the MRAB Battery, the CAST measures a person's concentration and ability to sustain focus on one or more tasks while avoiding distractions. • Wiesen Test of Mechanical Aptitude (WTMA) The WTMA measures an individual's mechanical aptitude, or ability to learn to operate, maintain, install and repair equipment and machinery. 30 minutes. The following is a detailed listing of our employment personality test:- • Criteria Personality Inventory (CPI) A general personality inventory based on the most widely accepted personality model — the "Big Five" — which describes an individual's personality in terms of five psychological traits: Agreeableness, Conscientiousness, Extroversion, Stability/Neuroticism, and Openness.
Continuation of Question #2	• Sales Achievement Predictor (SalesAP) A sales personality test that measures traits that have been shown to be critical to success in sales and sales-related jobs, including motivation, competitiveness, extroversion, goal orientation, and assertiveness. The Sales AP provides an overall recommendation on a candidate's suitability for sales positions. • Customer Service Aptitude Profile (CSAP) The companion test to the SalesAP, the CSAP is a customer service test that measures personality traits that are important for customer service and related positions. The CSAP provides an overall recommendation on a candidate's suitability for customer service-related positions, based on traits such as cooperativeness, personal diplomacy, patience, and more. • Employee Personality Profile (EPP) The Employee Personality Profile is a general personality profile derived from the Sales AP test. It measures ten personality traits that are relevant to a person's suitability for a wide variety of jobs. These traits are: Achievement, Motivation, Competitiveness, Managerial, Assertiveness, Extroversion, Cooperativeness, Patience, Self-Confidence, and Conscientiousness. Clinical: We utilize prophesy testing for our healthcare personnel. Sample of the clinical exam and assessment list is provided below. **Our Clinical Exam & Assessment List** Nursing; Allied Health **Home Care** Joint Commission Mandatories **Skills Checklists** **Nursing Exams** • Cardiac Cath Lab; • CCU Exam A; • CCU Exam B; • Clinic; • CNA Acute Care Exam A; • CNA Acute Care Exam B; • CNA Acute Care Exam C; • CNA-Dementia Care; • CNA-Disability Competency; • CNA-Hospice & Palliative Care; • CNA-LTC; • CNA-Sitter; • CVICU Exam A; • CVICU Exam B; • Corrections-RN/LPN; • Diabetes Knowledge Quiz for RN/LPN; • Dialysis; • Dysrhythmia Exam; • Endoscopy/GI Lab Exam A; • Endoscopy/GI Lab Exam B; • ER Exam A; • ER Exam B; • General ICU Exam A; • General ICU Exam B; • Geriatric LTC-Pharmacology; • Geriatric-LTC; • IV Push Medications; • IV Therapy/Infusion; • Labor & Delivery ; • LPN/LVN Competency;• LPN/LVN Pharmacology; • Med-Surg/Tele Combo; • Medical-Surgical Exam A; • Medical-Surgical Exam B; • Neuro ICU Exam A; • Neuro ICU Exam B; • Neuro Progressive Care Exam A; • Neuro Progressive Care Exam B; • Newborn Nursery; • NICU Pharmacology; • NICU; • Oncology; • Operating Room; • PACU; • Pediatrics; • PEDS Pharmacology; • PICU; • Postpartum; • Psychiatric; • RN Pharmacology Exam A; • RN Pharmacology Exam B; • RN/LPN Case Manager; • RN/LPN-Dementia Care; • RN/LPN-Hospice & Palliative Care; • Surgical ICU Exam; • Telemetry; • Trauma ICU Exam

	Continuation of Question #2	**Allied Exams** • Certified Medication Aide; • Certified Occupational Therapy Assistant; • CT Scan Tech; • Dental Assistant; • Emergency Room Technician; • EMT (Emergency Medical Technician); • Medical Assistant; • Medical Biller/Coder; • Occupational Therapy Exam A; • Occupational Therapy Exam B; • OR/Surgical Technologist; • Pharm Tech – Retail; • Physical Therapy Exam A; • Physical Therapy Exam B; • Psychiatric Technician/Behavioral Health Tech; • Rad Tech/X-Ray Tech; • Respiratory Therapist; • Speech Language Pathologist-Adults; • Speech Language Pathologist-PEDS; • Tele Tech/EKG Rhythms; • Ultrasound Technologist; • Physical Therapy Assistant; • Phlebotomy; • Pharmacy Tech – Non-Retail **Joint Commission & OSHA Annual Mandatory** • 2015 Core Mandatory Part I; • 2015 Core Mandatory Part II (Allied); • 2015 Core Mandatory Part II (Non-Licensed); • 2015 Core Mandatory Part II (Nursing); • 2015 Core Mandatory Part III; • 2015 NPSG Mandatory(Allied); • 2015 NPSG Mandatory(Non-Licensed Personnel); • 2015 NPSG Mandatory(Nursing); • Abuse Mandatory; • Advanced Care Planning Mandatory; • Age-Specific Mandatory; • Bio-Terrorism Mandatory; • Blood Glucose Monitoring Mandatory; • Body Mechanics/Ergonomics Mandatory; • Color Vision Mandatory Exam; • Cultural Diversity Mandatory; • Disaster Preparedness Mandatory; • Do Not Use Abbreviations Mandatory; • Domestic Violence Mandatory • Drugs in the Workplace Mandatory; • End of Life Care Mandatory Module; • Environmental Safety Mandatory; • Ethics Mandatory; • Falls Prevention Mandatory; • Fire Safety Mandatory; • Hazardous Chemicals Mandatory; • HIPAA Mandatory Exam; • Infant Abduction Mandatory; • Infection Control Mandatory; • Malignant Hyperthermia Module Mandatory; • Moderate/Conscious Sedation Mandatory; • OSHA Mandatory Module; • Pain Mandatory Exam; • Patient Restraints Mandatory; • Patient Rights Mandatory; • Preventing Medication Errors Mandatory; • Sexual Harassment Mandatory; • Workplace Violence Mandatory **Home Care Exams** • HHC-Clinical; • HHC-Medication; • HHC-Nasal/Tracheal Suction Exam • HHC-Pediatric Ventilator; • HHC-Ventilator Management; • HHC-Wound Care **Precision Skills Checklists** • Cardiac Cath Lab; • Cardiovascular Technician; • CAT SCAN Technologist; • CCU; • Certified Anesthesia Technician; • Certified Medication Aide; • Certified Occupational Therapist Assistant; • Certified Registered Nurse Anesthetist; • Chemist; • Clinic; • CNA; • CNA-Sitter; • Corporate Nurse; • Corrections RN/LPN; • Critical Care Technician; • CVICU; • Dental Hygienist/Assistant; • Dialysis; • Dietician; • Dosimetrist/Radiation Therapy; • Echo-Vascular Technician; • EMT (Emergency Medical Technician); • Endoscopy; • Endoscopy/GI Lab; • ER; • General ICU; • Geriatric/LTC; • High Risk OB Technician; • Home Health; • Immunization Nurse; • IV Therapy; • Labor & Delivery; • Laboratory Technician; • LPN/LVN Competency; • Mammographer; • Med-Surg/Tele Combo; • Medical Assistant; • Medical/Surgical; • MRI Technologist; • Neuro ICU; • Neuro Progressive Care Unit • Newborn Nursery; • NICU; • Nuclear Medicine Technologist
	Continuation of Question #2	• Nurse Practitioner; • Occupational Health Nurse; • Occupational Therapist; • Oncology; • Operating Room – Circulating; • Operating Room- Scrub; • OR/Surgical Technologist; • Orthopedic; • PACU; • Paramedic; • Patient Transport; • PCU; • PEDS; • Pharmacist; • Pharmacy Technician; • Phlebotomy; • Physical Therapist; • Physical Therapist Assistant; • Physician Assistant; • Physicist Proficiency; • PICU; • Polysomnographer (EEG) Technologist • Post Partum; • Psych Technician/Behavioral Health Tech; • Psychiatric; • Radiation Therapy; • Respiratory Therapy; • RN/LPN Case Manager; • School Nurse-RN/LPN; • Speech Pathologist; • Sterile Processing Technologist; • Surgical ICU; • Trauma ICU; • Tele Tech/EKG; • Telemetry; • Ultrasonographer; • X-Ray/Rad Tech 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 such selection procedures. By using Prophecy's three aggregated assessments to measure skills, abilities, and other job relevant characteristics provides us with a solid, multidimensional basis for rendering important career and employment-related decisions while minimizing adverse impact. Healthcare Reform continues to mandate transparency and reimbursement based on quality of care and patient satisfaction. 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. The assessments are created through a formal job analysis, with the assistance of subject matter experts from each professional specialty (e.g, General ICU, Med/Surg, Labor and Delivery, etc). The job analysis creates the framework for the test plan, identifying the knowledge, skills, abilities, and job duties required for a particular specialty. This detailed analysis is an absolute necessity for any organization using selection tools/procedures to assist in the hiring decisions and selection of candidates who are applying for open positions. Without the use of, and possession of supporting documentation for such job analyses, organizations are at risk for potential discriminatory hiring practices, as evidenced in federal court cases, such as Lewis v. City of Chicago 528 F.3d 488, 103 Fair Empl.Prac.Cas. (BNA) 705, 91 Empl. Prac. Dec. P43,214, and Ricci v. Destefano, No. 07-1428 (U.S. 6/29/2009) (2009); ExecutiveOrder 11246.

Continuation of Question #2	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. Prophecy Clinical Assessments identifies caregivers with sufficient job knowledge to perform successfully by targeting the most important aspects of each clinical specialty. • Nursing Assessments; • Allied Assessments; • Joint Commission Mandatories; • OSHA Mandatories; • Skills Checklists Clinical Situational Assessments Measure Decision Making & Judgment Now with Situational Assessments by Prophecy, we can measure the fit aspect of job applicants. Situational Assessments can help pinpoint, with 99% confidence, which clinicians will make the most effective decisions around the following performance dimensions: • Verbal Communication; • Assertiveness; • Critical Thinking; • Problem Solving; • Calm and Competent Patient Care; • Report Transitioning; • Developing Patient Relationships; • Patient Customer Service Situational Assessments are online, video-based assessments designed to replicate interpersonal situations common to the healthcare environment. After viewing each of the 21 web-based videos featuring real healthcare workers in challenging situations, the clinician selects the most and least effective responses to these real world scenarios. Paired against responses deemed correct by healthcare professionals -just like them- Situational Assessments paint a picture of how an applicant is likely to respond in tough situations. We receive instant results that show the clinician's ability to handle tough situations. Prophecy's Situational Assessments identify caregivers with soft-skills directly correlated to successful nursing practice. Healthcare Behavioral Assessment Selects the Best Fit Prophecy Behavioral Assessments identify clinicians with behavioral characteristics that predict high performance, such as integrity and conscientiousness, while flagging potential flaws such as hostility or substance abuse. Using four dimensions of behaviors –personality, attitudes, cognitive, and engagement– this assessment allows us to select the clinician that is best fit for our clients' organization.
Continuation of Question #2	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: • Registered Nurse; • ER Nurse; • ICU Nurse; • MedSurg Nurse; • Nurse Assistant; • 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. **Training:** Staff Today Inc. customers deserve the level of service that only an organization dedicated to the education and training of its people can offer. STI provides orientation, compliance, clinical, and operations training for its workforce through online instruction followed by competency examinations. STI's commitment to its employees' professional and personal development is evident by the range of courses made available. 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. STI 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, Various versions of Microsoft Access Tutorial, Microsoft Excel, Microsoft Internet Explorer Tutorial, Microsoft Office Integration Tutorial, Microsoft Outlook Tutorial, Microsoft PowerPoint Tutorial, Microsoft Windows Tutorial, Microsoft Word Tutorial, Peachtree Accounting Tutorial, QuickBooks Pro Tutorial • a convenient way for anyone to update and increase their skills online – 24 hours a day, every day of the year. • free training and development for all STI associates, consultants, and employees.

Continuation of Question #2	• For those personnel in need of a more traditional education, there's California National University (http://www.cnuas.edu/). CNU is a fully accredited distance learning school with a robust curriculum and an innovative approach that ensures personal contact with instructors while still allowing the freedom to learn at one's own pace. • Allison products is a free online learning center that offers certificates and diplomas in various subjects. https://alison.com Allison provides over 750 free online diploma and certificate courses in a range of different categories. in personal development & soft skills, health & safety & compliance, digital literacy & IT skills, financial & economic literacy etc. Allison offers us flash testing whereby we can verify an ALISON graduate's learning achievement at any time by asking the graduate to sit an immediate ALISON Flash Test on the course that they have studied. Questions can be job specific or general, and Flash Tests can be performed anywhere there is internet access. Orientation: STI 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; Information about HIV, Hepatitis, and the importance of Hepatitis B immunization; Prevention and monitoring requirements for TB 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 as specified by client facilities. STI requires all employees sign a non-disclosure agreement (or NDA). Non-disclosure agreements are an effective way to make sure the procuring agency is protected from anyone who becomes privy to sensitive information as part of their work with the company, whether as a full-time employee or a temporary contractor. We ensure that all employees fully understand the agreement prior to signing it. Signing the non-disclosure agreement is the first step, because in this day and age of social media, tweeting, and blogs, it's easier than ever for employees to slip up and share a private piece of information about the company without even meaning to. Therefore, to safeguard against this we offer training and reminders that help employees understand the intricacies of confidentiality, and not only how to avoid accidentally sharing the sensitive information, but also about how the we handle their own private information. The more informed they are, the more they will come to appreciate the need for confidentiality and respect it thus ensuring adherence to all privacy and confidential information.
Continuation of Question #2	Orientation Process: Staff Today Inc. orientation process has three stages: The first stage is mainly performed by us. The other two stages vary depending on the client. • A general orientation; • A departmental orientation, and • A specific job orientation The above stages are conducted by different parties and vary from client to client. The General Orientation is usually managed by Staff Today Inc. (STI). 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 (STI and Clients') We also explain to the worker who Management is and help them get acquainted with the operation of our organization and that we are their employer. We try to allay their fears and doubts by covering subjects such as the difficulties new employees experience, about turnover figures, about how people assimilate better, about how they can turn to us for any difficulties they experience, be it regarding their rejection by existing staff, client staff employees or other matters. We always let our candidates know they can always turn to us for confidential advice. The upper management also always welcomes the new candidate as part of orientation and assures them of management's commitment to help them succeed. At orientation, we assure the candidates that they are part of our team and as such we welcome their observations, comments, and critiques. Last but not least, we share company goals with them and ask what their own personal and career goals are and try to mesh their own goals with the company goals. This orientation strategy has proven to be highly successful and cuts down on turnover drastically, engenders trust, cooperation and motivation. The departmental orientation is usually carried out by the client facility some actually have in class orientation and others just do a general orientation. This orientation is usually client specific and may or may not be applicable depending on the contract.

3	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.)?	BACKGROUND CHECK As part of the screening process, STI will conduct criminal background checks/security investigations, including fingerprinting, Municipal Police Background Checks, Selective Service Status, and Clerk of Courts by County of all temporary personnel upon request. Staff Today Inc. 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. STI 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. STI 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.
3	Continuation of Question #3	• 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 are 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/FRAUD REPORT – This is a search of the prominent credit reporting agency for the applicant's residence. This will provide 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 (DMV) – 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 the omission of 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.

	Continuation of Question #3	☐ SOCIAL SECURITY NUMBER SEARCH AND VALIDATION (Identification Verification) - 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 many 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 STI is committed to a drug-free, safe and healthy work environment. STI will conduct the requested 12pt drug and alcohol screening which includes some of the following: amphetamines, cocaine metabolites, marijuana metabolites, opiate metabolites and phencyclidine is performed on applicants following a strict chain of custody procedure as per facility request or contractual agreement. Any non-negative result will constitute a violation of STI's Substance Abuse Policy and applicant will not be hired. STI will also require active employees to submit to drug screening if the client/facilities share concerns of reasonable suspicion at any time during employment.
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	Yes, we do.
5	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?	Individual resource performance is tracked through our database in conjunction with our management and staff who compliments this database. Our computer system allows us to follow our temporary employees from assignment to assignment and evaluate their on-the-job performance. STI's thorough evaluation process enables us to offer the client the best and most qualified contingent workforce in today's marketplace. All personnel reviews are stored in the software thus enabling us to track an individual's performance in every assignment. Rewards: STI rewards good job performance by creating various incentive programs that provide opportunities for motivational bonus plans and incentive programs. The rewards are in the form of awards, gifts and/or monetary bonuses. STI coordinates some of our rewards programs with the client company to customize a reward according to the work environment. For example, we offer Job efficiency incentives when the client has a project with a deadline for production and an individual delivers on time and exceeds the goals set by the task. The following is some of the reward incentive awarded for good job performance: - • Monetary Bonus:-Temporary workers who perform exceptionally well upon successful completion of an assignment receive a bonus pay. • Safety incentives: STI applauds our temporary personnel for complying with safety rules and regulations. In order to reinforce positive safety practices. The safety incentive program may include recognition awards such as tickets, restaurant vouchers, gym memberships. Gift cards or a monetary bonus. • Attendance Incentives: An attendance incentive program is often the solution to retaining a workforce that is assigned long hours or required to work on weekends, STI has customized several attendance incentives awards and prizes for perfect attendance. Disciplinary/Corrective Action Problem resolution varies by job classification/profession. Client complaints and service issues are responded to immediately upon notification. STI will provide immediate follow-up and a specific time frame in which the client can expect action, as well as provide periodic status reports while working on the issue. All performance and behavioral issues reported from customers are given top priority and investigated by STI. Through our established quality check system, we ensure that our temporary workers meet and exceed all our clients' requirements.

	Continuation of Question #5	STI expects quality work from its employees and expects them to conduct themselves in a professional manner. If discipline is necessary, it may take the form of an oral warning, a written warning, suspension, or discharge, at management's discretion. A negative performance evaluation counts as a written warning. STI believes in applying fair and consistent treatment for all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. When an employee's work performance or behavior violates or falls below the company's standards, the employee's immediate supervisor, or designee, may initiate the appropriate disciplinary action in coordination with our Compliance Manager. A Disciplinary Action form is used to document warnings and is signed by the supervisor or their designee. The form is presented to the employee for signature though employee signature is not required and can be declined and noted. Employees are given the opportunity to provide their account of the offense to the immediate supervisor. STI may initiate corrective action to correct the problem and prevent recurrence. Should the situation require termination, the supervisor will work with the compliance manager to discuss a termination plan and initiate processing all appropriate termination notifications.
		As mentioned above poor workplace performance is handled through a process of gradual discipline. Our temporary workers are continually counseled on their performance and training is provided whenever appropriate or as needed. Temporary workers that cannot meet our standards are terminated for non-performance. Formal procedures have been developed when a problem cannot be settled informally.
		Reports of incompetence, negligent behavior, or misconduct detrimental to or endangering patient safety will result in suspension of an individual for the duration of the investigation. Should results of the investigation validate a claim, STI will report the individual to the appropriate agency if the incident is of a reportable nature.
		A Complaint Report is given to the contract contact for review and investigation:
		☐ During the investigation process, feedback will be sought from all parties involved. A written response to the concern/complaint will be requested of the individual named in the concern/complaint
		☐ Healthcare professionals must be consulted on complaints of a clinical nature
		☐ Counseling or Remediation may be indicated should investigation validate the need for disciplinary or corrective action
		☐ Counseling (i.e. discussion of action, and/or behavior that led to perception of or actual wrong doing, completion of Employee Counseling Statement form)
		☐ Remediation (In-services, CEUs)
		☐ Terminate individual and report to appropriate agency should investigation validate the incident and it is of a reportable nature.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	QUALITY CONTROL PROGRAM (QCP) The purpose of STI's Quality Control Program is to ensure that we provide our clients with the level of service they expect from an employment agency. Our program ensures the following: - • Customer satisfaction: - by meeting and exceeding contract expectations when placing temporary workers. • Quality Assurance: - by prescreening and complying with local, state and federal rules and regulation when screening and hiring temporary workers. • Performance Measurement: - by performing quality checks on temporary workers' performance using client and temporary worker surveys and regular reviews by our quality management team of our QCP. Quality Checks: STI's quality checks helps us monitor the temporary workers' performance in the areas of attendance, communication skills (verbal, written & nonverbal), job attitude, productivity, job performance, job proficiency, working relationships, safety, following rules and policies etc. Our checks are done in the following ways: - 1) STI associate will call the supervisor or person who requested service to ensure the temporary worker is performing according to your expectation. 2) STI 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, STI 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. STI only retains workers that meet or exceed our standards. STI's quality control program will ensure that we meet the highest standards regarding delivery of services, communication with the client, performance reviews all with the goal to minimize employee turnover. Below you will find a summary of our Quality Assurance Program or "QAP".

7	Continuation of Question #6	Our Quality Assurance Program Includes: • Reference Verifications • License Verifications • Education Verifications • Skills Evaluation • Criminal Background Checks • Drug Testing Upon Request • Arrival Call Check • Quality Control Checks During Assignment ☐ First day follow-up (On the first day of the employee's assignment we will telephone you to ensure our employee arrived on time. That same day we will follow up with our employee at home to find out their experience with your company. Pertinent information will be shared with you.) ☐ End-of-week follow-up (we will follow up with you again to determine if our employee's performance and attitude have satisfied your specifications.) ☐ Weekly follow up calls are made to ensure productivity, dependability, and quality ☐ Position modifications ☐ Assignment completion ☐ Evaluation of employee skills and work habits (When our employee completes his/her assignment, a short form will be sent to you to evaluate overall performance, skill and attitude) ☐ Retention of performance-meeting employees ☐ For longer term assignments, monthly follow up calls to our employees at home in the evening will also be completed. In order for us to maintain a high level of customer service, it is necessary for us to gather data about customers, services, contracts, and to make periodic checks on our employees placed with our customers. This enables us to provide on-trend, anticipatory, proactive leadership in finding and placing high-quality workers with our clients. We don't wait for problems to occur. We act in anticipation of future changes in the staffing needs of our clients. We help the facilities/client control expected and unexpected hiring situations. Staff Today continually: • Develops and implements new recruiting and placement solutions • Hires top staffing agents and thoroughly trains each one in business, technology, professionalism and placement • Develops new talent
7	What process do you follow to ensure the proposed resumes meet your client's request?	Proposed Resumes Meets Clients' Needs: STI 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. STI continues to enjoy continued success because of our recruiting and matching processes. STI employs management practices designed to quickly recruit and hire skilled temporary workers for any position/profession. STI 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. Our recruiting efforts include identifying and screening potential, highly qualified temporary workers from the open market. We use database systems and online registration that allow us to maintain a vast pool of qualified candidates that are available instantly once a job order is received from the client. STI's recruiting and matching system creates a database that allows STI to leverage specific core competencies for our clients, thus ensuring reliable, highly qualified resumes. Additionally, STI will ensure the proposed resume fits the clients request by utilizing the assessment tests mentioned earlier that establish job suitability and fit by assessing aptitude, attitude and skills. The background and reference checks also serve us a way to confirm truthfulness on resumes thus the proposed resume is sure to fit the client's request. As stated above in selection our job order process ensures the resumes will fit the client's request/need:- Job Order Process: The clients' request starts the job ordering process. This process ensures that the proposed resumes will meet the client's request. 1) Job order is submitted to STI by fax, phone, email or electronically. 2) Acceptance of order and initial response: - STI accepts the order and enters it into the database and responds to client confirming receipt of order. If needed further job requirements such as skills and preferences may be requested from the client. (This ensures temporary worker resume fits needs) 3) Job Order Populated: - STI's recruiter maps out the job order in the software to generate the best candidates available that fit the client's needs and whether new recruits are needed.
	Continuation of Question #7	4) Evaluation Process: - Once the best candidates are identified, STI completes an evaluation process based on the client's request/needs. This includes a review of job requirements and expectations with the candidate. If candidate meets all requirements of the request the resume is submitted. If not, the previous step is repeated until a qualified match is made.

8	How do you schedule engagements?	Engagements are scheduled online utilizing the web based software that merges with outlook and other google calendar features. 1) Create a job order request 2) Receive authorization 3) Browse electronic resume presentation of qualified candidates 4) Select available candidate 5) Contact candidate to confirm availability 6) Schedule candidate to go to work
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes; The system s cloud based and can be accessed from anywhere to create and publish schedules. This system makes employee scheduling and communication easy and mobile. The system increases employee accountability as it sends employees' instant updates so they never have to ask when they work. This feature reduces employee no-shows and improve accountability. The scheduling tools are easily accessible from iPhone & Android device thus allowing us to fine tune the schedule even without being in the office as we can schedule shifts, notify staff while on the go. The mobile system allows employees to share their contact information with coworkers making it easy to communicate schedule changes by requesting shift trades. Each employee can enter work time preferences, trade and pick up shifts, request time off and send messages etc. Managers get notified at every turn when there is a shift trade request and when the swap/trade occurs. Further, Managers and employees can export scheduled to Google calendar, which will be automatically updated when anything changes and can also be updated on their mobile devices and calendars.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	The process used by subcontractors is Standardized thus ensuring the same process as STI. Sub-contractors are required to sign a teaming agreement that outlines the scope of work and lays out all the terms and conditions. STI offers an orientation/training to our sub-contractor whereby we relay the particulars of the contract to ensure that they adhere to the policies of NYS and understand the needs sought. Requests and scheduling by subcontractors will be made on the same system therefore providing a seamless and cohesive service to NYS. Any Sub contractor usage is trackable on our system. The system has the capability of exporting financial records in a standard XML format. Reports can also be rendered in Excel spreadsheet formats providing another method of extracting information from the system. The architecture of the software allows for extraction and insertion of data. As a result, the subcontractors financial or personnel system is easily integrated to our system thus ensuring seamless service by subcontractors to NYS. Monitoring and control of sub- contractors' performance is a valuable and constant process for STI's success and it is achieved through feedback process and compliance management. This process covers every phase of the relationship with subs, such as order management and execution, and the characteristics of the relationship, for example, punctuality, quality and behavior. All activities are focused on the improvement and development of subcontractors. At the start of each phase, we check that the negotiated contracts will meet our impending needs. We ensure that the external sub-contractor is mobilized in much the same way as our internal project staff: ☐ make sure they are lined up to arrive as required ☐ provide appropriate orientations ☐ make sure they feel part of the team and share our enthusiasm for success. Evaluation and testing activities contribute to how the final deliverable in a project adheres to relevant standards. During the project, STI monitors the compliance of sub-contractors. We ensure the services supplied are acceptable. A quality management plan is developed at the beginning of the project and a quality check representative is assigned to the project at the beginning of the project who conducts a regular review of performance and compliance. Quality assurance implies that the project and its various phases are continually tracked and evaluated. Different kinds of projects undergo various kinds of evaluation and testing procedures. Throughout the project STI maintains a good working relationship with our sub-contractors. Our success will depend on their continuing co-operation. Hence, to foster this relationship STI will pay subcontractors promptly to foster seamless service to NYS.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	Mindscope Cura our applicant tracking system has an internal tracking system that gives us the ability to research candidate's previous history with our firm and other clients. The system has various functions that allows us to designate a candidate with different classifications for un-allowed and preferred such as: • DNU-Do Not Use • DNR-Do Not Return • Preferred The software allows us to generate a report to show un-allowed and preferred candidate lists for our client.

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	STI is committed to providing superior service hence we anticipate and solve potential concerns before they become problems. STI has frequent interactions with our clients to ensure satisfaction by quickly resolving any complaints. When STI is contacted about an issue the first step is to immediately document the situation and obtain whatever information is needed to provide quick resolution to the issue. The information is put in our records to monitor complaint escalation and resolution. Once the problem is clearly understood, the compliance manager will provide immediate follow up and a specific time frame in which the client can expect action, as well as provide periodic status reports while working on the issue. If a correction requires immediate replacement of a temporary employee, one will be provided within 3hours. The anticipated turn-around time for all call tickets not marked "critical" is 1-3 days. Problems outstanding for more than 3 days are reported to the Compliance Manager for who ensures that all reasonable progress is being made. Priorities between outstanding problems may be adjusted at this stage. Upon issue resolution, we schedule a follow-up to review, confirm satisfaction and discover ways that the process can be improved in the future. Escalation/Resolution Procedure for Critical/Emergency Problems If a problem is of such a nature that it prevents a number of people from working, or involves safety issues, it is regarded as critical and its progress towards resolution is monitored by an escalation procedure. The purpose of the procedure is to ensure that work on the problem is properly prioritized. The main aspects of the procedures are:- 1. As soon as a reported problem is categorized as critical, it moves immediately to the top of the queue and is addressed by the appropriate staff member(s). If the problem affects safety issues, or impacts a substantial group of people, an explanatory email (if possible) will be sent out to the appropriate group(s). 2. Contact with the proper authorities is made as soon as possible, when such action is deemed appropriate. 3. If the problem persists for half a working day, the Manager is informed of the status and an email (if possible) detailing the status is sent out to the effected group(s). A copy of our escalation policy is available for review:
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.	Upon notification of a rejected employee we will replace this employee within one business day. The training plan for the new employee includes the following: • A detailed current job description. • Regular time to meet with the new employee to discuss any concerns. • A detailed orientation plan that covers major functions of the position. This plan will indicate who will be training on a specific task and be initialed by both trainer and new employee. • A timeline for at least the first week—longer depending on the nature of the position. Though it may be necessary to make changes as the week unfolds, this timeline will keep everyone involved in the training process on track and on time.
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.	Yes. (Program documentation attached) Quality Assurance STI maintains excellence through our quality assurance evaluations including the following:- • Performance Evaluation – Our clients have the opportunity to gauge us on our performance regarding our selection of personnel, communication and response to job orders. • Employee/Associate Satisfaction Evaluations – this evaluation measures the satisfaction rate of our current temporary workers with our clients. • Exit Interview – STI interviews the temporary worker to determine reasons behind separation. We share this information with our clients to minimize turnover and create assignment longevity. Quality Checks: STI's quality checks helps us monitor the temporary workers' performance in the areas of attendance, communication skills (verbal, written & nonverbal), job attitude, productivity, job performance, job proficiency, working relationships, safety, following rules and policies etc. Our checks are done in the following ways: - i. STI associate will call the supervisor or person who requested service to ensure the temporary worker is performing according to your expectation. ii. STI associate will periodically check with the client to ensure the performance and quality of the temporary worker is still according to the standards required. iii. When assignment is complete, STI 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. STI only retains workers that meet or exceed our standards. STI's quality control program will ensure that we meet the highest standards regarding delivery of services, communication with the client, performance reviews all with the goal to minimize employee turnover. The Quality Control Program is based on excellence Quality Management & Assurance Staff Today Inc. (STI) is fully committed and invested in delivering the highest quality services to its clients and suppliers. Through the synthesis of our people, process, and technologies Staff Today Inc. 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.

	Continuation of Question #14	The STI's technology systems allow our clients to clearly account for and report on quality measurements that matter to facilities. With configurable and customizable tracking features, Staff Today Inc. is able to implement an objective reporting tool with the flexibility to meet the ever changing needs of the staffing industry and our clients. In addition to quality service delivery Staff Today Inc. has a Quality Assurance Team dedicated to risk management and quality delivery of services and support. The QA Team, located in our Covina, CA office is responsible for audits on credentials, data management, and our survey processes. Every quarter our clients and/or suppliers are surveyed for their feedback and recommendations regarding our performance from the Program Management and support teams. These results are shared with the clients and, if necessary, changes are made to ensure the highest level of service delivery possible. Staff Today Inc. conducts regular Quality Business Reviews (QBR) for all clients. This review ensures that our programs continue to evolve and meet the needs of our clients and also validates our promised Key Performance Indicators (KPI). Contract Labor Management Solutions Staff Today Inc. adopts and continues to change our management solutions to cater to the changing technologies. STI operates from a simple premise: One size does not fit all. Our programs are customized to address the unique needs of each client, along with changing market conditions and other factors. Executive Management Team: The executive management team includes the CEO and CFO. As management, they provide management and leadership oversight to STI. They establish policies and guidelines under which STI operates and establish certain performance standards for the organization. They are responsible for the operation of the organization. They identify membership of the quality management team and provide oversight to it. Quality Management Team/Leadership: The leadership team is responsible for the implementation of the quality management plan. The leadership meets quarterly. The leadership brainstorm, review processes, research alternatives and solutions. The team also monitors and tracks implementation and effectiveness of any new processes. The Quality management team functions include: • Screen, select and prioritize areas for improvement; • Re-prioritize issues in response to unusual events • Establish time frames for progress reports on quality management activities; • Approve formats for the documentation of activities; • Provide training regarding tools and approaches to the quality management process to all staff involved; • Facilitate the development and implementation of corrective action plans when deficiencies arise
	Continuation of Question #14	Accountability: STI places accountability for implementation of the plan and related activities on all employees. Primary accountability is placed on the members of the leadership team. Each member of the executive team and other management personnel has specific position responsibility regarding quality of care and administrative services matters. 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 STI's clients as expressed in their contract or mission statement. Customers are broadly defined to include our clients, staff and vendors. Healthcare Standards: STI 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 Organizational Communication: Several avenues have been created for management to communicate with staff and for receiving and utilizing feedback for identifying opportunities for improvement. The executive management team is responsible for facilitating two-way communication between the management, supervisory staff and others. Department supervisors are required to conduct meetings with their staff to share information and provide staff with opportunity to participate as a team in quality management. Supervisors are required to have an open-door policy at all times and also give the staff and clients opportunity to completer satisfaction surveys as another form of communication. Feedback from our field employees and clients is actively solicited through dialogue, complaints & grievance process and surveys/forms. This feedback is utilized for the improvement of services.

	Continuation of Question #14	Quality Management Training: Orientation is provided for all new employees. Supervisors provide on-going quality management training. Back-up plan: STI 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 mindscope cura. 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. STI 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. STI 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.
	Continuation of Question #14	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.
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.	https://registry.prometric.com/public http://www.op.nysed.gov/opsearches.htm https://apps.health.ny.gov/pubdoh/professionals/doctors/conduct/factions/Home.action http://exclusions.oig.hhs.gov/Default.aspx https://www.sam.gov/portal/SAM/##11 http://www.nsopw.gov/en-US/Search/Verification
16	What is your current fill ratio?	Our current fill ration is 95%
17	What is your current turnover rate for your temporary workers?	Our current turnover rate is 5%
18	What type of programs do you have to limit absenteeism and turnover?	Staff Today limits absenteeism and turn over by fostering commitment and engagement. We do this by setting clear expectations, rewarding good performance and being empathetic & offering employees' support. STI has an attendance policy which we use to measure good performance. We share our attendance policy with employees as part of the new orientation process and discuss expectations for attendance. We also discuss who to notify at STI whenever an employee will not be coming in to work. Rewards: At Staff Today, we reward good attendance by giving employees a bonus for having no unplanned absences in a 12-month period. Employee Support: Absenteeism sometimes occurs because employees are simply experiencing a challenging time of life. STI provides support that can help them deal with personal issues that might be affecting their attendance. Sometimes its lack of transportation due to mechanical issues, STI offers support to aid in getting to work. This support not only help employees through a difficult time, but it also makes them feel valued and lets them know we care about them which is a major determining factor of employee engagement. STI's quality control program will ensure that we meet the highest standards regarding delivery of services, communication with the client, performance reviews all with the goal to minimize employee turnover.

19	What is your current absenteeism rate for your temporary staff?	Our current absenteeism rate for our temporary staff is 3%
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	At STI, we strive to provide a stimulating workplace environment that fosters happy, motivated and empowered individuals. Promoting a work environment that fosters personal and professional growth promotes harmony and encouragement on all levels, so the effects are felt company wide. As shown, continual training and reinforcement develops our work force that is competent, consistent, competitive, effective and efficient. Low employee turnover begins with the hiring process and continues into the onboarding phase of new employment. At STI we interview, review and train candidates carefully. It isn't just about finding out if the prospective candidates' have the right skills for the job or training them to reach production levels. It's also about understanding and confirming their fit into the company's culture and employment pool. Although having the right skills allows them to get the job done an important aspect is to ensure proper alignment with the company's atmosphere, to avoid turnover. Beginning on the first day of work, we provide the individual with the necessary skills to perform their job. Before the first day, our interview and hiring process expose new hires to an explanation of the company, so individuals know whether the job is their best choice. Networking and strategizing within the company provides ongoing performance management and helps build relationships among co-workers. We motivate our employees to focus on customer success, profitable growth and the company well-being. Recognizing and rewarding quality performance is an incredible way to not just reduce employee turnover but also increase company morale. High performing employees are rewarded with both tangible and intangible rewards that align with their specific needs and wants. Public rewards to high-performing employees, encourages all other employees to work harder and increase their production levels. Managers and high level executives have an open – door policy that keeps the lines of communication open for our employees to share their experiences. These shares experiences provide valuable insight into the workings of our business and allows us to implement strategies brought to our attention from the employee side thus showing them the value of their opinions and people are less likely to quit where they are valued. At STI we keep our employees informed and involved by including them in future plans, policy changes, as well as introducing new employees to the employees who have gone above and beyond in meetings. Early engagement and engagement along the way, shows employees they are valuable through information or recognition rewards, making them feel included thus lowering employee turnover and absentee rate.
20	Continuation of Question #20	As a result of the process above we have low turnover compared to the industry and thus are able to maintain high fill rates. In 2013 temporary and contract staffing turnover rate was 263%, this is a decrease from 294% reported for 2012. This decrease in turnover is due to an increase in tenure for temporary and contract employees from 13.2weeks in 2012 to 14.3weeks in 2013. Our turnover rate varies depending on the category: • Internal turnover in STI is mostly positive as it involves change of position within our company. Hence, our internal turnover is nonexistent as we provide our office staff with the opportunity for their career growth. Our internal transfers are usually a stepping stone position. • External turn over for our field employees is also low (less than 5%) for skilled employees as our contracts are long term thus our workers are usually working for a defined period of time. Knowing the end date of the assignment provides an opportunity for us to place our worker in another similar position.

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).	Yes, through other firms. STI starts by defining our needs for the subcontractor. Then we send out a request for information to the companies that provide the services we are looking to subcontract. Upon receipt of the request for information we review it and arrive at a short list for the vendors we will request for proposals. STI formulates the Request for Proposal (RFP) to be issued to potential subs based on our existing contract and needs. Once proposals are received we pick three vendors that we will further interact with and explore possible directions to meet our precise requirements. For example, we might ask for demonstrations, interview existing customers, investigate the financial status and check their track record. Selecting the right subcontractor essentially contributes to the project's success. Therefore, we established criteria in the subcontractor selection process based on technical know-how, quality, cooperation and price. The criteria used for selecting subcontractors include not only their capability to meet economic, financial, technical and organizational requirements, but also include compliance with STI Sustainability, Policies and standards/procedures. The requirements are verified by means of a questionnaire, additional technical documents and also by assessments. STI has developed a Vendor Management process to evaluate the reliability of vendors (both suppliers and subcontractors) in terms of their technical, financial and organizational capabilities. Vendor management process includes: • a fair and structured approach to qualification, • the compliance with state and federal laws and STI Policies & Code of Ethics • the monitoring of suppliers' performance.
22	What are your recruitment policies?	Recruitment and Selection Policy Our Philosophy Staff Today Inc (STI) is an Equal Opportunity Employer, and has a standard and consistent approach to the recruitment and selection of employees in order to provide every suitably qualified person with an equal opportunity to obtain employment with the Company. STI representatives are expected to comply with Equal Employment Opportunity regulations and related legislation in their recruitment and hiring practices. Consideration should be afforded to all candidates without regard to race, religion, color, sex, disabilities, sexual orientation, national origin or age. The Purpose of our Policy The purpose of our Recruitment and Selection Policy is to ensure that any decisions taken to employ people are uniform across the Company fulfill legislative requirements are consistent with the Company's philosophy, and support our strategic goals The best person for the vacant position will be selected based on merit. This consists of an assessment of their overall level of skill, knowledge, experience and relevant qualifications, in accordance with the requirements of the Job Description. Recruitment and selection decisions based on irrelevant factors such as a person's sex, race, disability, age, sexuality or other personal biases or favoritism do not result in the best person being selected for the position and will not be condoned by the Company. Any employee perpetrating, condoning or inciting discrimination or harassment in the recruitment or selection process will be counseled and in serious cases, disciplined or dismissed. EQUAL EMPLOYMENT OPPORTUNITY STATEMENT: Staff Today Inc's policy is to promote equal employment opportunity for all of our employees without discrimination on the basis of race, color, religion, sex, national origin, age, disability, citizenship, marital status or sexual orientation. To this end, we endeavor to select, place, train and promote the best qualified individuals based upon job-related factors such as ability, work quality, attitude and experience.

Continuation of Question #22	**ACCOMODATION FOR DISABILITIES** Staff Today endeavors to provide equal employment opportunities to otherwise qualified individuals with disabilities, which includes providing reasonable accommodations to the extent practicable. In general, it is an employee's responsibility to notify Staff Today, of the need for an accommodation. If an employee communicates to his or her supervisor that an accommodation is required, the supervisor may ask the employee for input about the type of accommodation necessary, or the functional limitations resulting from the disability. **DISCRIMINATION COMPLAINTS** The Company respects the right of each employee who in good faith complains about illegal discrimination of any kind, including sexual or other workplace harassment, or who provides information in connection with any such complaint. Retaliation against any employee for engaging in these protected activities is contrary to Company policy and will not be condoned. If you believe that you have experienced illegal discrimination or retaliation, you should report that immediately to your supervisor or, if that is problematic, to the President of Staff Today. **VERIFICATION OF INFORMATION** It is the policy of the company to verify the accuracy of information provided by applicants on employment applications, resumes, and other application materials through such reference checks, background investigations, and other means as the company, in its sole discretion, deems appropriate. **DOCUMENTS REQUIRED UPON HIRING** If hired, you will be required to provide, within three days of your employment, proof of your identity and authorization to work as required by the Immigration Reform Act of 1986. Selection Policy Staff Today Inc (STI) seeks to attract the best-qualified candidates who support the mission of STI and who respect and promote excellence through diversity. STI is committed to equal opportunity and follows recruitment and selection practices that comply with all applicable employment laws. To this end, STI recruits, hires, trains and promotes individuals without regard to color, race, religious belief, sex, marital status, sexual orientation, national or ethnic origin, disability, veteran status, or age. Our goal is to match the right candidate with the right position based on our clients' needs and the candidate's skills, goals, strengths and interests. We are not interested in just sending over a person that is simply put, "available" for the requested dates. We thoroughly screen and interview every candidate we work with. "Our goal is to match the right candidate with the right position…"
Continuation of Question #22	Businesses are challenged with staying ahead of the latest trends and competitive developments while also building a responsive and agile IT capability to support growth. Technology alone does not offer a competitive advantage. Differentiation depends on how technology applied—namely who does it and how effective they are. As such, STI solutions help you secure and optimize the most strategic and variable component to success–your people. We begin our partnership by seeking to understand your business targets and the gaps between your current and future state. We then build a workforce staffing strategy to close those gaps with the right people, skills and competencies, when and where you need them. Recruitment Practices: Achieving diversity is an increasingly important aspect of STI recruitment practices. STI 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. STI 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. Staff Today Inc (STI) utilizes a unique multi-brand strategy and a variety of proven and effective recruitment methods, STI is able to attract the largest network of administrative, clerical, nursing and healthcare related staff. This is done through regular attendance at nationwide and regional career fairs, ongoing and innovative direct mail, e-mail and advertising campaigns, technological marketing strategies such as video recruitment and webcasts and aggressive use of the Internet, STI has established a leading presence in the marketplace, putting a prominent face forward to best serve even the most critical clinical staffing needs of our clients. Internet Recruiting Strategies: STI 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 and around the world.

	Continuation of Question #22	Candidate Sourcing: We strive for sustainable and long-term solutions to our client's staffing needs. We use many proprietary and innovative methods developed in-house to fill our positions with the best-available candidates. We source candidates nationwide through contacts with residency & fellowship program, professional associations & Internet web site activity. We have several vehicles of candidate sourcing that we utilize in pursuit of recruiting personnel, which include (but are not limited to) the following: □ Direct mail: Through our years of recruiting we have developed an extensive database of clerical & healthcare professionals 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 candidates 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 STI, we source most our candidates through our email distribution efforts. We have a system in-house that ensures 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 opening and for us to already have a short-list of personnel looking for a career jump into that exact position or location. □ Referral bonus based sourcing: Referrals continue to return the highest-qualified and best-fitting candidates and we encourage this with a financial incentive -- either to the referrer or a charity of their choice. Initial Screening Conducting telephone interviews with client immediately upon receipt of order and with potential new hires immediately after inquiries relative to any posted opportunity to identify the potential candidates with the greatest probability of achieving a long-term relationship. Marketing Ads in professional Journals & on Association web sites as well as on commercial internet web-site locations; and targeted direct mail. Presentation- Providing an in-depth exchange of information about the available opportunity and the advantages of associating with STI.
	Continuation of Question #22	STI is dedicated to continually working with its clients as a partner in providing quality and service meeting the standards of practice in which the client is held accountable to the public, community and accrediting bodies. STI 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.
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.	If awarded the contract STI is willing to transfer employees from other contractors to our internal pool. Experience demonstrates that the majority of temporary workers elect to remain on the assignment regardless of a change in staffing company. Thus, STI envisions a 30-day transition and due diligence period. STI management will obtain necessary contact information and expedite the necessary paperwork to transition contract employees from the predecessor vendor. Majority of these transitions will take place within 48hours. The 48hour timeline is dependent on the ability of the contract employees in completing their paperwork. STI will provide an implementation specialist to assist employees with paperwork. Meetings will be set up in advance and outside of normal productive hours so that events scheduled for implementation period will flow smoothly without affecting current work. This plan will transition the contractor employees from the existing vendor in a way that is most efficient, ensuring no down time. The implementation plan will include, but not limited to the following:- • Have a meeting with City representatives to ensure all aspects of project are clearly outlined, determine transition policies and set transition date. • Provide all necessary transition materials (customized orientation information packets) • Employee transition meeting is held o Application and customized orientation materials distributed to temporary workers • Determine date when new orders are placed with STI • Conduct screening processes • Determine final transition list • Transition temporary workers to STI payroll • Meet with existing sub-vendors to determine if a continued partnership is possible or necessary to meet the Citys' needs. • Establish a quality assurance timeline, that allows for review of the deliverables schedule STI will appoint a primary contact person to assist in completing applications and address any issues the transitioning contractors might have including but not limited to payroll policies, testing requirements etc. All these issues will be addressed in a timely manner Staff Today Inc is committed to successfully transitioning temporary staff who are currently on assignment with the City existing contractor over to our company.

Continuation of Question #23	As mentioned, Staff Today Inc's is experienced and skilled in handling of temporary employees including transferring employees from other contractors onto our candidate resource pool. Transferred employees will have reduced paperwork requirements, upon client approval, in that they will be able to waive testing requirements, background checks, drug screens, pre-employment physicals and checks, etc. Our team will contact any rollover staff via the telephone or email to welcome them to our company. Once a new work order request is received, we will appoint our Human Resource and Recruitment manager to the assignment. A Recruiter who is well-qualified and experienced will contact the rollover employee in the field and geographic location will query our database to find the best qualified placement or personnel for each specific request. Selected candidates will be notified of the assignment's start date. This transition place will include orienting all rollover employees from the previous contractors, and explaining our policies and procedures as a new Staff Today Inc employee. Our team will work with all rollover employees to fill out all appropriate documents including our new-hire application, W4, I-9 forms, payroll information, E-Verify, background check, and any specific requirements pertinent to their specific profession. These documents can be completed by personnel via the internet or a pre-paid postage form packet can be mailed to them for easier convenience. If screening is required, our Compliance Department will send and complete any pre-hire testing prior to submitting to the facility. Once all personnel information is received, it is processed with our payroll department and entered in our cloud based vendor management system and secured on file.