

ATTACHMENT 5 - BIDDER INFORMATION QUESTIONNAIRE
Solicitation Specific Questions

Bidder Name: Maxim Healthcare Staffing Services, Inc.

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

QUALITY CONTROL AND ASSURANCE PROCEDURES

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

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	<p>Candidates for employment are required to meet the following requirements prior to employment:</p> <ul style="list-style-type: none"> ▶ Completed application/interview ▶ License/Certification verification ▶ Criminal background check ▶ Reference checks ▶ Supporting I-9 documentation <p>Employee files are audited and updated regularly, and prior to assignment, credentials are verified as current.</p> <p>Throughout the hiring process, Maxim reviews the expiration dates on the following documents for each candidate:</p> <ul style="list-style-type: none"> ▶ Professional licenses ▶ Professional certificates ▶ Health certificates ▶ CPR card (if applicable) ▶ Valid picture ID <p>Candidates who apply to Maxim are screened prior to hire. As part of this qualifications process, applicants are tested for competency according to the discipline and specialty of the position they are seeking. Maxim's standards require healthcare professional candidates to be fully trained in the positions they seek through Maxim.</p>
2	What are your testing, training and orientation programs for temporary workers?	<p>Maxim's Code of Conduct and Compliance Training</p> <p>The goal of Maxim's compliance program is to provide guidance regarding compliance, ethics, and conduct to all employees, contractors, and representatives involved with Maxim. This training program covers topics that include but are not limited to:</p> <ul style="list-style-type: none"> • Regulations that address Fraud and abuse • Privacy and Security overview • PHI and Confidentiality of Patient Information • Incident Reporting • Proper documentation of items like timecard <p>Each training ends with a knowledge test that individuals need to pass with a score of above 80%, or they risk termination. This training is updated each year to incorporate updates in policies and procedures as they update in the healthcare industry. As a healthcare staffing organization, Maxim takes a serious stance towards adhering to our internal policies in keeping with federal, state, and local laws as they govern provision of healthcare and information management.</p>
		<p>Clinical Interviews</p> <p>Upon award, our Clinical Program Manager, a registered nurse, will conduct one on one review calls with each the State Hiring Manager to determine the proper culture, experience required and patient care ratios for each department/locations. We will use data gathered during the clinical one on one review calls to coordinate interviews with every candidate submitted. The clinicians will also be an additional resource during the performance of our project, assisting with performance related communication for all travel nurses provided.</p> <p>Targeted Outcomes of Clinical Interviews:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Decrease time required for the State -led interviews <input type="checkbox"/> Increase the submission acceptance percentage <input type="checkbox"/> Identify candidates that fit <<CLIENT NAME SHORT'S>> culture <input type="checkbox"/> Ensure that nurses can keep up with the department requirements <input type="checkbox"/> Submittal of a standardized applicant profile for each candidate <p>Orientation Plan</p> <p>Prior to their first assignment at any facility, all temporary employees are required to complete Maxim, State and/or facility-specific training. As an incumbent provider as well as a locally based organization with strong ties to the New York community, Maxim is in a position to understand the unique the State culture, as well as challenges and barriers to care that are specific to the State. Maxim understands that two of the largest areas of focus for us are continued focus on hiring/training/retaining quality caregivers, and maximizing the State' Medicaid Reimbursement potential.</p> <p>Our focus on quality reaches far beyond the initial interviewing and screening of our employees. Our local New York team has developed and implemented one of the most stringent hiring and training processes in the industry.</p>

Our focus on quality reaches far beyond the initial interviewing and screening of our employees. Our local New York office has developed and implemented one of the most stringent hiring/training processes in the industry. In addition to three separate interviews, and two full days of Maxim-specific orientation, all of our school employees undergo a separate, school-specific, orientation. This orientation is between 2-6 hours (depending on specialty), and covers the following areas:

- Scheduling
- Attendance and Punctuation
- Dress Code
- Breaks
- Personal Relationships
- Professional Boundaries
- Patient Care
- On Call
- Subbing Responsibility
- Timecards
- How to complete properly
- Proper outlets for turning them in
- Timecard deadlines
- Student Services Documentation (Logs)
- Proper documentation formatting
- Documentation deadlines
- Importance of Documentation and how it pertains to your employment within the schools division

At Maxim, we understand just how imperative it is for districts to maximize the amount of Medicaid reimbursement they receive for billable services. During the specific orientation, we take time to train our employees thoroughly on the proper completion of ACCESS Billing/IEP Writer/Medicaid Reimbursement. This training focuses on the following areas:

- Acceptable vs. Unacceptable Documentation Formatting
- Billable vs. Non-billable services
- Paper vs. Electronic Notes
- Documentation Deadlines
- Completing a Student Encounter
- Random Moment Time Study

We maintain high standards of medical and health management through Maxim's continual training programs for our assigned caregivers, our competency testing and credentialing practices, and maintaining compliance with all client policies and procedures. All facilities will not only benefit from our administration of Maxim's mandatory training sessions, but if approved by the State, we will add Maxim's own required internal training sessions, which include training on real life examples and scenarios related to healthcare in correctional settings.

Maxim ensures each assigned caregiver maintains their required certifications and licenses required to continue working on assignment with the State

For any employee's working in a correction setting, we also ensure our assigned caregivers attend PREA and CIT training sessions, and will keep documentation on all training; certifications and dates these training sessions were completed for each employee.

All nurses assigned to the State are required to pass Maxim's specialty-specific competency testing which must be taken annually, and includes a broad range of correctional healthcare topics. We will ensure all of our nurses assigned to the State undergo mandatory orientation sessions prior to beginning their assignment the State facilities.

Staff Training

Maxim strives to be an Employer of Choice for nurses, mid-level professionals, physicians, therapists, and other specialty healthcare providers through our professional growth opportunities offered to improve care quality for our consumer and client experience. Care training allows for quality clinical care focused on specific client cases, healthcare needs, healthcare trends, as well as compliance with state, federal, local, and consumer requirements and certifications, including Medicaid, Medicare, Joint Commission and ACHC guidelines. Continuous training and evaluation boosts retention, resulting in continuity of care for clients receiving healthcare services.

Orientation: Maxim provides orientation for all new healthcare professionals during their initial stages of employment. Orientations are tailored per profession, with an aim to familiarize employees with Maxim's policies and procedures. Employees must complete orientation to be eligible for assignment. A member of management signs a copy of the employee's Orientation Checklist and places it in their employee file. Varies based on role, may be a few hours or a few days. All newly hired staff Upon hire

Hands on competencies The RN/LPN must complete all tests and modules with at least a score of 80%. Upon completion and per policy hands on competency evaluation will be performed. Varies based on job description

Recurring Training: As required, Maxim will conduct training sessions to appropriately disseminate and educate staff on new policies or procedures.

		<p>Maxim offers our contracted staff Professional Development in-service training, based on their service modality and position. Varies based on job description All healthcare providers Annually or as needed during the year</p> <p>Our training sessions are complemented with our on-line resources to keep nurses and other healthcare professionals up-to-date on the latest medical practices. These resources are available, at no cost to our contracted staff, through MyMaximConnect (MMC), our training portal or through our partnered external sources, such as MedCom.</p> <p>Maxim will work with the State to identify certain areas where we can provide training so that our staff is better able to work with the State patient population. These trainings, which are customized by modality and State/facility specific requirements, illustrate Maxim's commitment to the Professional Development of our contracted employees and the quality of the candidates being proposed to the State. Maxim's standard professional development training includes but is not limited to the following topics:</p>
		<p>Professional Development Training</p> <p>"In the Knows"- Maxim specific professional development materials and testing include but are not limited to the following areas:</p> <ul style="list-style-type: none"> • Understanding Autism • Ethical Dilemmas in Healthcare • Reporting & Documenting Client Care • Professionalism & Work Ethic • Working with Difficult & Combative Individuals • Infection Control & Hand Washing • Working with a Team • Personal/Professional Boundaries • Legal Issues • Personal Safety in the Workplace • Critical Thinking Skills • Understanding Cultural Diversity • General Compliance Training • Clinical Compliance Training • General Compliance Training • Clinical Compliance Training • OSHA Pre-Employment • Facility Staffing Guidelines
3	<p>What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?</p>	<p>Maxim complies with Local, State and Federal regulations for conducting background checks required from many of our customers. As part of Maxim's routine screening process, we conduct thorough background investigations on all current employees and applicants including, independent contractors, interns and temporary employees. Dependent on the Background Check Requirement, responsibility for these processes may be shared between Maxim's Headquarters HR Department as well as each local office Credentialing Coordinator and/or his/her designate.</p> <p>The background investigation is conducted within the guidelines of our policies and applicable federal, state, and local laws. Applicants then complete a "Background Check Disclosure and Authorization form" giving Maxim permission to order the following reports.</p> <p>If any background investigation yields positive results, the office will submit the findings to an Employee Relations Representative for review and determination of eligibility for hire. Maxim re-runs criminal background checks, NSOPR, and NPDB screens on all employees every three years in order to make sure there is continued compliance with Maxim's background check policy. In addition, the Maxim offices may conduct additional reports and services as determined necessary for individuals job function:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consumer Credit Reports <input type="checkbox"/> Motor Vehicle Reports <input type="checkbox"/> Professional License Verifications <input type="checkbox"/> Education Verifications <input type="checkbox"/> Employment Verifications
4		<p>The type and extent of each background investigation is determined by the nature of the position to be filled by the candidate. In order to provide fair and consistent criteria, the same type of background investigations will be ordered for candidates performing the same function. The Maxim office has a designated individual to process background investigation orders, receive results, and communicate the results to candidates.</p> <p>Maxim also conducts background investigations on our headquarter employees, office management, and other internal employees. Furthermore, Maxim reserves the right to conduct background investigations on any employee during the term of their employment with Maxim for the following reasons:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Investigation regarding a criminal offense <input type="checkbox"/> Investigation regarding sexual harassment or abuse <input type="checkbox"/> Any other legitimate reason having an impact on patient care or business operations. Once hired by Maxim, background investigations are conducted on the following basis: <p>Monthly screening required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Office of the Inspector General's (OIG) List of Excluded Individuals/Entities (LEIE) Exclusion report <input type="checkbox"/> Excluded Parties List System (EPLS) <input type="checkbox"/> State-specific screening checks <p>Annual screening required:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excluded Parties List System at www.sam.gov. <input type="checkbox"/> Office of the Inspector General's (OIG) List of Excluded Individuals/Entities (LEIE) Exclusion report at http://oig.hhs.gov/fraud/exclusions.html <p>Every three years:</p> <ul style="list-style-type: none"> <input type="checkbox"/> National Sex Offender Public Registry <input type="checkbox"/> Criminal Background Check <input type="checkbox"/> National Practitioner's Data Bank
4	<p>Do you agree to perform the background checks as identified in the Solicitation as requested?</p>	<p>Yes, Maxim agree to following the background checks of the solicitation and already has the necessary processes and procedures in place to do so.</p>

5	<p>How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?</p>	<p>Maxim strives to provide continuity of care for our customers. An important component to this principle is retaining quality healthcare professionals. Therefore, Maxim has developed a comprehensive employee retention program with the goals of maintaining and enhancing employee engagement, optimizing contract fill rate, and mitigating high attrition risks. An overview of the incentives offered to our employees under this program is detailed in the table below.</p> <p>Incentive</p> <p>Attendance Integrity Incentive: Incentive that rewards team members for consistent, reliable, and timely attendance</p> <p>Continuity of Care & Assignment Commitment Incentive Incentive designed to mitigate attrition and care disruption risks</p> <p>Employee Recognition Awards Bonus paid for outstanding service. Employee recognized for special contributions as they occur for a project or task, generally accomplished in a short period.</p> <p>Inflation-Based Salary and Ancillary Costs Adjustment Annual salary adjustments based on federal and state inflationary factors/practices to support employee cost-of-living viability</p> <p>Merit-Based Annual and Spot Performance Bonuses Performance-related incentive program designed to recognize personnel who continuously provide care above performance standards based on measurable criteria.</p> <p>Professional Development and Enrichment Program Cost for professional development, enrichment, and educational activities offered by Maxim, in addition to any required training</p>
		<p>When an employee violates or does not meet company standards, Maxim management and operational personnel, in coordination with Maxim's Human Resources department, will determine the appropriate action according to our Corrective Action Policy. The four levels of Maxim's Corrective Action Policy include; Initial warnings, Final warnings, Administrative Leave and termination. Performance Improvement Plans are also an option. Offenses can range widely, but in general they may include: attendance problems, dishonesty, fraud or forgery, harassment, HIPAA violations, Job Abandonment (No Call/No Show), Patient Abandonment, Patient Care Complaints, Substance Abuse Policy Violations, Tardiness, Theft, Unsatisfactory Performance, and any other Violations of Company Policy. Once an offense is identified, Maxim's personnel, in coordination with Maxim's Human Resources department, will determine the appropriate level of corrective action, dependent on the specific offense and circumstances.</p> <p>Any disciplinary concerns regarding the performance of Maxim's assigned caregiver should be immediately reported to the Account Manager or his/her authorized representative who is available around-the-clock. Your locally assigned Maxim office will provide a phone number or number to contact. In cases where Maxim has been notified of OGS's wish to dismiss a caregiver, Maxim will then notify the staff by phone or in person to inform that that his assignment at the location has ended. If an employee is released from assignment, Maxim will coordinate with our alternate pool of caregiver to find a replacement employee who meets the qualifications and requirements of the position.</p>
6	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>Yes. Maxim has a number of Quality measures in place to ensure that we are constantly evaluating our program performance. Maxim completes customer service surveys through our annual Voices of Experience process. Additionally, Maxim's grievance and investigation process is supported locally and at corporate headquarters. This ensures timely follow-up and accordance to all state/federal reporting regulations. Maxim is always looking for feedback to improve our services to this community. Historically, Maxim has enjoyed extremely high levels of consumer satisfaction, with the average response rating their individual experience with Maxim at over 90 percent satisfaction</p>
7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>Maxim will continue to work closely with OGS to develop robust, detailed candidate profiles for all applicable modalities. These profiles can encompass required certifications, professional experience, and licenses, as well as preferred experience working with a specific population. Once developed, Maxim will utilize our internal candidate recruitment system to screen available candidates against this profile. OGS will have final approval of all candidates prior to their placement.</p>
8	<p>How do you schedule engagements?</p>	<p>As an existing staffing partner, Maxim understand your needs. We will continue to work within your time constraints to bring you the high quality and experienced providers. For that reason, we will discuss the workdays and shift hours with candidates, during the recruitment process, so we can bring willing to work and motivated professionals to OGS' program.</p> <p>Once we receive a notification for a requirement, Maxim will respond with our ability to place personnel with the requesting facility, within <<XX>> hours. After the facility confirms the specific needs, along with details like 12-hour shift times and length of assignment, Maxim will work with the facility personnel on a reasonable period to arrange the placement.</p> <p>Each of Maxim's contract staff will honor OGS' scheduling requirements. We will confirm each candidate's shift availability prior to placement. This is ensure that they work at the facility at agreed upon shifts. We will provide coverage as it is needed, 24/7/365.</p>
9	<p>Do you have an electronic system for scheduling? If yes, please describe.</p>	<p>Maxim utilizes a turnkey web-based electronic timekeeping system that requires no installation or any additional hardware. Our time clock is an easy to use system that allows on-site employees to log their schedule shift and creates records with minimal training. It allows Maxim's administrative staff to track and reconcile this information for billing and audit purposes. An OGS supervisor will review these timecards weekly, and once confirmed for accuracy and approval, they're routed to the local Maxim's Staten Island office for final approval to be processed through our payroll system.</p> <p>Maxim's streamlined timecard submission process ensures transparent, accurate and timely timecard submission to OGS throughout the engagement. Monthly time reporting and information for the monthly invoicing will be generated with information from the time clock.</p>
10	<p>What processes do you use to ensure seamless service by subcontractors to NYS?</p>	<p>Maxim is not proposing the use of subcontractors for this engagement. However, in the event that subcontractors were utilized, Maxim's corporate departments would thoroughly vet all proposed subcontractors to ensure that they could meet and maintain Maxim's policies and procedures for temporary workers. Additionally, our NYS OGS Account Manager would oversee subcontractor relations.</p>
11	<p>How do you maintain and track unallowed and preferred candidate lists for your clients?</p>	<p>Maxim's internal candidate management system allows candidates to be flagged as "do not return", upon request from OGS. Any candidate with those flags would not be contacted under any circumstances by Maxim to staff any OGS facility.</p>

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<p>Problem Escalation Process Maxim has developed a rigorous and ongoing screening and credentialing process in order to ensure that, to the best of our ability OGS facilities will only be staffed with staff that will provide superior quality services that are comprehensive and ideally suited for the State's unique culture and programmatic needs. The State's dedicated program management team, specifically your Account Manager, Christopher Fernandez will be available to provide support and assistance to OGS regardless of day or time. Additionally, Maxim has a number of existing processes already in place to efficiently resolve employee related issues, such as placing an employee on immediate administrative leave, no-return policies, or mediation, depending on the nature of the issue. Maxim understands that there are always unknown factors that could potentially cause an issue, and one of the key components of our proposed service model is our ability to swiftly and efficiently assess and resolve any and all issues that may arise. In the unlikely event that Christopher Fernandez or Maxim's Clinical Manager, were unable to provide a corrective action plan acceptable to OGS, the matter would be escalated to the Staten Island Operations Manager, then the Regional Director of Business Development, then the Area Director of Staffing. In the unlikely event that the issue has not been resolved and a corrective action plan put in place by the point the matter Depending on the nature and severity of the matter, the aforementioned process will also be further supported by the following departments and executive personnel: • Regional Vice President of Clinical Operations • Regional Vice President of Operations • Maxim's Human Resources Department • Maxim's Employee Relations Department Regardless of the nature of the issue, Maxim guarantees a response and a problem resolution plan to OGS within 24 hours of the filing of an incident report. Please note that Maxim reserves the right to conduct an independent and thorough investigation of any and all reports of issues and/or concerns regarding a Maxim employee and requires documentation to support any claims of wrongdoing.</p>
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.	<p>In the event an employee replacement is required, OGS's Maxim representative will be available 24/7 to manage this process and assign a replacement employee as soon as possible. Our Accounts Manager will utilize our pool of eligible candidates to backfill any absences. OGS benefits from having the ability to directly discuss any staffing matters with a representative per our no voicemail policy. Continuity of care and service is an essential part of Maxim's commitment. OGS can be assured that replacement personnel will be provided in the event of unforeseen circumstances. All replacement personnel will be provided in accordance with the contract requirements and will go through our training and orientation program as detailed in question 2. Additional facility specific training may be provided if required by OGS. The need to provide replacement personnel is infrequent because of the pre-qualifications a candidate must undergo in order to be placed at OGS location and accept the assignment.</p>
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	<p>Yes. Please provide information related to your Quality and Continuous Improvement Programs. Quality starts with understanding our customers and our patients. Maxim is committed to clinical, quality, and compliance as an organization. Maxim's compliance department assists Maxim's business in understanding the rules and regulations governing the healthcare services we provide. Maxim's staff understands the unique needs of those patients we serve each day. Because Maxim is connected to our local communities, we understand how to attract and retain experienced medical professionals for our patients' and clients' healthcare needs. Maxim is committed to integrating quality processes into all areas of our business. Maxim delivers quality to our customers and patients by tracking and reporting on a variety of key performance indicators. We measure performance in 75+ operational and clinical metric categories. Maxim builds unique performance and reporting programs in conjunction with our customers and patients. Maxim has formed several Advisory Boards to continuously improve and remain at the forefront of clinical and operational models of excellence. We challenge ourselves to improve in many areas of business including performance management, innovative care models, customer service and training & education. Maxim's Quality Management Infrastructure Quality starts with Maxim's commitment to truly understanding our customers and our patients. As a healthcare services provider, Maxim is committed to clinical outcomes, quality and compliance as an organization. Maxim's robust compliance department assists all facets of Maxim's business in maintaining understanding of the rules and regulations governing the services we and our people provide. Maxim's staff takes time to get to know the unique needs of those we serve each day. Because Maxim is closely connected to our local communities, we understand how to attract and retain experienced and qualified professionals who are the perfect fit for our patient's healthcare needs. Our customers and patients receive the highest levels of quality and service because Maxim has committed to integrating high-quality processes into all areas of our business.</p>
		<p>Quality of care and services is of utmost importance in the medical staffing, healthcare and homecare industries. Maxim builds a foundation for quality of care and services by requiring a pre-employment screening, providing continuing education to employees and responding promptly to incidents that may occur during medical staff assignment. Maxim has a comprehensive Performance Improvement (PI) Program that is overseen and monitored by our Regional and National Directors of Clinical Services who are clinicians. We also measure quality using the following drivers: Satisfaction surveys; employee evaluations; quarterly reports/ PI data; personnel file audits of offices; audit analysis; grievances and incident reporting data. We obtain PI Data by analyzing the data collected. A report is generated quarterly by the Director of Performance Improvement. This data is then reviewed and if improvement areas are identified, Maxim completes documentation of steps to improve the area that fell below the standard. Education, new policies, and procedures are developed to improve and/or maintain the standard. Maxim takes appropriate action when one of our medical professionals has performance problems and we report aberrant or illegal behavior to professional boards and/or law enforcement agencies. Maxim has policies and procedures on privacy, confidentiality and information security that we convey to our medical professionals. We define who has access to information and inform our medical professionals about the policies regarding disclosure of information and Consent for Release. Maxim safeguards records and information against loss, destruction, tampering, and unauthorized access or use. We have a process to follow when information security or confidentiality is breached. We also have policies that address business continuity issues.</p>
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	Yes.
16	What is your current fill ratio?	Across all service lines and modalities, Maxim's fill ratio is over 90%.
17	What is your current turnover rate for your temporary workers?	Across all service lines and modalities, Maxim's turnover rate for temporary workers is over 85%.

18	What type of programs do you have to limit absenteeism and turnover?	<p>Maxim strives to provide continuity of care for our customers. An important component to this principle is retaining quality healthcare professionals. Therefore, Maxim has developed a comprehensive employee retention program with the goals of maintaining and enhancing employee engagement, optimizing contract fill rate, and mitigating high attrition risks. An overview of the incentives offered to our employees under this program is detailed in the table below.</p> <ul style="list-style-type: none"> Benefits & Incentives Employee Recognition Awards - Employee recognized for special contributions as they occur for a project or task, generally accomplished in a short period, including Employee of the Quarter. Incumbent Transition Incentive - Incentive given to ensure the timely completion of incumbent onboarding. Merit-Based Annual and Spot Performance Bonuses - Performance-related incentive program designed to recognize personnel who continuously provide care above performance standards based on measurable criteria. Professional Development and Enrichment Program - Professional development, enrichment, and educational activities offered by Maxim, in addition to mandatory training required by the government. MHIS hosts free webinars for all staff focusing on various areas of coding (CEU's available). Team Relationship Building & Experiential Activities - Program based on both internal Maxim principles and Employee Morale principles for the purposes of driving the development of Optimal-Performance Teams and sustaining healthy work/life balance levels through PMT outings, catered lunches, and extracurricular activities
19	What is your current absenteeism rate for your temporary staff?	<p>Across all service lines and modalities, Maxim historically experiences less than 5% absenteeism rates for all temporary staff. Maxim has a number of procedures and processes in place to ensure that, even in the event that a temporary staff member does call out, we are still able to utilize our established float pool and call on other available candidates to ensure coverage.</p>
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	<p>We have corrective actions programs and employee in services that ensure our employees are knowledgeable on our absenteeism policies and other issues. This ensures minimal call outs and minimal turnover.</p>
21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	<p>Maxim thus far has had the capacity to handle our needs without the use of subcontracting. However we are able to do so if needed and would make a good faith effort to subcontract out excessive work loads.</p>
22	What are your recruitment policies?	<p>Recruitment Process</p> <p>Sourcing – The first step in the sourcing process begins with a thorough evaluation of cultural requirements for a best-fit candidate. Based on the type of candidate we are looking for based on the best-fit profile, Maxim recruiters have access to vast database of existing and available candidates to draw from. First, our team will search for available candidates in our existing database. If this is not sufficient, our recruiters look at sources, job boards, career colleges, or other related sources of candidates that the best fit candidates did come from. Our team then works through those sources to identify the best possible pool of candidates for our clients.</p> <p>Screening Process – The screening process includes a phone interview, in-person interview, and assignment specific screening. Each employee is screen on competency through testing and skills checks, as well as education and professional verifications. In addition, the screening process includes a DOJ/FBI Livescan background check and TB test. The goal of our screening process is to identify only the most qualified and best-fit professionals able to support the ASES Program.</p> <p>Orienting – We have a general orientation process that includes all aspects of professionalism expectations, call off policies, and many other related topics. In addition, we have our team that works with individual schools do an assignment specific orientation; this includes utilizing all past knowledge about a program, specific school, or assignment to ensure we are setting each individual up for success on their assignment. The orientation is done in-person with our team in the office, and re-iterates the expectations laid out in the screening process, and also tips and past profiles of successful aides. Lastly, our team conducts a phone call on the day prior to start to ensure the aide has all of the first day info needed so that they are set up for success from the beginning.</p> <p>Servicing – Our job does not end once we make a placement. We remain engaged with our employees throughout the assignment, checking in to make certain they are satisfied with their assignment and to address and correct any issues in real time. We also take this time to determine the employee's interest in further assignments to help encourage retention. We will also contact ASES to verify that the assignment is going smoothly and help plan for any upcoming personnel scheduling needs.</p>
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	<p>As an incumbent provider of the requested services to OGS, Maxim is able to immediately continue to service OGS' programmatic needs. In the event that Maxim would be required to transition any current staff to Maxim, the following process would be adhered to: It is Maxim's position that all OGS incumbent personnel be treated preferentially; as we understand the inherent value these professionals will bring to the overall transition, implementation and execution of Maxim's proposed Temporary Staffing program, as it relates to the Medical and Allied-Healthcare positions of need described in the RFP. If awarded, Maxim will review and analyze OGS current contracted medical staffing program and staff within all applicable facilities. Maxim's primary goal for our proposed OGS program is to retain all incumbent personnel and returning seasonal staff who meet Maxim's clinical standards in order to optimize continuity of care and to minimize any disruption or interruption to current service delivery levels. Incumbent OGS professionals will be given "priority status" to continue to provide their services to OGS patient population.</p> <p>Each Temporary Staffing candidate will undergo Maxim's detailed screening and hiring process prior to being dispatched to an OGS facility. This process will allow Maxim to ensure OGS patients receive healthcare delivery based on qualified competency and experience specific to each facility's needs. OGS departmental administrators and/or designees will play an important role in this staff selection process by providing feedback regarding current professional incumbent personnel. Maxim embraces the involvement of OGS managers and administrators, as a valued partner to aid us in the proper evaluation and appraisal of incumbent Temporary Staff. The following chart depicts our proposed implementation schedule, which may be further customized to meet OGS needs.</p>