

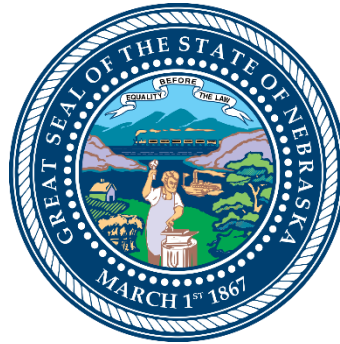


Request for Proposal #: 6322 Z1 - Contractual Services

## State of Nebraska

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Request for Proposal #: 6322 Z1  
Contractual Services Technical Proposal



*This proposal includes data that shall not be disclosed outside the Client/ and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. However, if a contract is awarded to this offeror as a result of—or in connection with—the submission of these data, the Client/Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Client/Government's right to use information contained in these data if they are obtained from another source without restriction.*

**ORIGINAL**



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- Audited Financials - separate attachment as it is confidential
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## Cover Letter

State of Nebraska – State Purchasing Bureau

1526 K Street, Suite 130

Lincoln, NE 68508

Attn: Dianna Gilliland, Primary Buyer / Connie Heinrichs, Backup Buyer

Email: [dianna.gilliland@nebraska.gov](mailto:dianna.gilliland@nebraska.gov) / [connie.heinrichs@nebraska.gov](mailto:connie.heinrichs@nebraska.gov)

Phone: 402-471-4193 / 402- 471- 0975

ATC Healthcare Services, LLC (ATC) is a National Organization with the corporate office located at 1983 Marcus Avenue, Suite E-122 Lake Success, NY 11042 with more than 40 Satellite branches nationwide. ATC is pleased to submit our Technical Quality Proposal in response to Solicitation: RFP Number: 6322 Z1 Contractual Services for the State of Nebraska. Our core focus is to provide high quality temporary staff to the client meeting or exceeding your expectations.

ATC has been providing skilled nursing services since 1985, ATC has the experience and knowledge to meet or exceed the expectations on this Contract. ATC understands the services to be provided to the State of Nebraska. ATC acknowledges all addenda to this RFP and agrees to be bound by all terms and conditions in this RFP. All the information contained in this proposal is true and accurately portrays all aspects of the services to be provided by ATC. ATC follows all local, state and government regulations. ATC has worked in the state of Nebraska since 2014.

The ATC Healthcare offices in Omaha, Nebraska will be responsible for the day-to-day operation and oversight of the contract with the state of Nebraska. Marc Nda is the licensee and executive director of the Omaha office. Marc will serve as the project manager for this contract. Natalia Anderson is the recruiting manager for the Omaha office, and she will serve as the Project Manager for this contract. The office address is 4201 N. 90th Street Omaha, Nebraska, 68134 / Phone: 402-401-6689. Marc can be reached via email at [mnda@atchealthcare.com](mailto:mnda@atchealthcare.com) and Natalia can be reached via phone as well at 531-800-7030 and via email at [nanderson@atchealthcare.com](mailto:nanderson@atchealthcare.com). Marc Nda is the proud owner of ATC Healthcare Services which has been a great addition in the last year to his additional businesses, Dignity Home Cares, Inc., and Dignity Care Group. Marc's businesses specialize in providing seniors and individuals with disabilities both skilled and non-skilled in-home services and qualified staff in the healthcare industry in the Midwest. Marc has worked in the healthcare industry and been a business owner for more than ten years. He currently has a healthcare leadership team that he is proud of and considers his extended family. Marc plans to increase employment opportunities for minorities in the Midwest including Nebraska, Iowa, and Colorado. Natalia Anderson, Recruiting Director of ATC Healthcare Services, is a professional with 15+ years of human resource management experience, the last 10 years have been in the government work base learning area. Natalia has notable experience in strategic human resource planning, performance management, staffing, federal and state law compliance, employment contract negotiations, employee benefits, compensation and payroll, training and development, and management coaching.

ATC has been in existence for over 35 years. ATC's team brings extensive experience in recruiting, hiring, training and placing nurses for all types of facilities including hospitals, nursing homes and schools. Marc and Natalia are proud to pledge to you that you will have access to them to address any concern you may have at any time that is convenient for you.

Mrs. Rita Franklin RN, BSN, JD, ATC's VP Nursing and Compliance will be responsible for oversight of the Quality Improvement program and oversee any Quality Improvement/Quality Assurance issues. Mrs. Franklin's telephone number is (516) 750-1714 and via email at [rfranklin@atchealthcare.com](mailto:rfranklin@atchealthcare.com).



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Ms. Cheryl Stein, ATC's Director of Contracting will be responsible for any contractual questions that may arise. She is responsible for proposal preparation and will serve as a consultant to Mr. Bieman for contractual administration. Ms. Stein's telephone number is (516) 750-1618 and email address is cstein@atchealthcare.com.

DocuSigned by:

David Savitsky

EF653BE2EAF43E...

David Savitsky, CEO



Request for Proposal #: 6322 Z1 - Contractual Services

Corporate Address and Phone:

ATC Healthcare Services, LLC  
1983 Marcus Ave. Suite E122  
Lake Success, NY 11042  
Phone: 516 750 1600  
POC: Cheryl Stein, Director of Contracting

Local Address and Phone:

ATC Healthcare Services of Nebraska  
4201 N. 90th Street  
Omaha, Nebraska, 68134  
Phone: 402-401-6689 / Mobile: 531-800-7030  
POC: Natalia Anderson  
Email: [nanderson@atchealthcare.com](mailto:nanderson@atchealthcare.com)

Authorized Representatives:

David Savitsky, CEO.....516 750 1681  
Stephen Savitsky, President and Chairman of the Board.....516 750 1680  
Lorelei DePalo, CFO.....516 750 1605

Proposal #: 6322 Z1

**Form A**  
**Contractor Proposal Point of Contact**  
**Request for Proposal Number 6322 Z1**

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the contractor's name and address, and the specific person(s) who are responsible for preparation of the contractor's response.

Preparation of Response Contact Information	
Contractor Name:	ATC Healthcare Services, LLC
Contractor Address:	1983 Marcus Ave Suite E122 Lake Success, NY 11042
Contact Person & Title:	Cheryl Stein, Director of Contracting
E-mail Address:	cstein@athealthcare.com
Telephone Number (Office):	516 750 1618
Telephone Number (Cellular):	516 750 1618
Fax Number:	516 750 1783

Each contractor should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the contractor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Contractor Name:	ATC Healthcare Services, LLC
Contractor Address:	Corporate: 1983 Marcus Ave Ste E122 Lake Success NY 11042 Local: 4201 North 90th Street Omaha, Nebraska 68134
Contact Person & Title:	Corp: Cheryl Stein, Director of Contracting /Local: Natalia Anderson, Recruiting Manager
E-mail Address:	Corp: cstein@athealthcare.com / Local: nanderson@athealthcare.com
Telephone Number (Office):	Corp: 516 750 1618 / Local : 402 401 6689
Telephone Number (Cellular):	Corp: 516 750 1618 / Local: 531 800 7030
Fax Number:	Corp: 516 750 1783 / Local: 402-959-0557

**Form B**  
**NDCS Supplemental Contract Information**  
**Request for Proposal Number 6322 Z1**

The Nebraska Department of Correctional Services (NDCS) is committed to the open and fair process for selection of contractual services; additionally, we are committed to upholding the laws of the State of Nebraska, the NDCS Code of Ethics and Conduct, and internal recommendations for improving best business practices.

Please complete the questions below and submit with your bid documents. Responding "yes" to any question will not disqualify you from consideration, but may necessitate a follow-up information request.

Company Name: ATC Healthcare Services, LLC

PO Box Address: N/A

Physical Address: Corporate: 1983 Marcus Ave Ste E122 / Local: 4201 North 90th Street

City/State/Zip: Corporate: Lake Success NY 11042 / Local: Omaha, Nebraska 68134

Phone Number: Corporate: 516 750 1618 / Local: 402-401-6689

Name/Title of Contact: Cheryl Stein / Director of Contracting

		YES	NO
1.	To your knowledge do you have any relatives, employees, contractors, sub-contractors, or a personal relationship with anyone who is currently employed by the Nebraska Department of Correctional Services?		X
	If yes, who?		
2.	Has an employee of the Department of Correctional Services performed work for you under your current contract with the NDCS?		X
	If yes, who, how long, and in what capacity?		
3.	Does an employee of the Department of Correctional Services (past or present) hold any corporate position in your company?		X
	If yes, who and what position?		
4.	Incorporated companies, please provide the following information: Name of Corporate Entity: <u>ATC Healthcare Services, LLC</u> Principle Office Address: <u>1983 Marcus Ave Suite E122, Lake Success NY 11042</u> Registered Agent and Office Address: <u>Registered Agents, Inc. 530 S. 13th St. STE 100 Lincoln, NE 68508 Lancaster County</u>		
5.	Non-Incorporated Companies please provide the following information: Owner: _____		

By my signature below, I attest that neither I, nor my company, nor any primary officer or employee in my company has a known conflict of interest with the Nebraska Department of Correctional Services.

David Savitsky  
Company President Signature

08/31/2020

Date

## REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

### CONTRACTOR MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the contractor guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that contractor maintains a drug free work place.

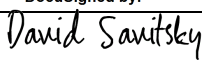
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Request for Proposal.

\_\_\_\_\_ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

\_\_\_\_\_ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

### FORM MUST BE SIGNED USING AN INDELIBLE METHOD (OR VIA DOCUSIGN)

FIRM:	ATC Healthcare Services, LLC
COMPLETE ADDRESS:	Corporate: 1983 Marcus Ave Ste E122 Lake Success NY 11042 Local: 4201 North 90th Street Omaha, Nebraska 68134
TELEPHONE NUMBER:	Corporate: 516 750 1618 / Local: 402-401-6689
FAX NUMBER:	Corporate: 516 750 1783/ Local: 402-959-0557
DATE:	08/31/2020
SIGNATURE:	DocuSigned by: 
TYPED NAME & TITLE OF SIGNER:	EF653BE2EAPC43E... David Savitsky, CEO





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## Vendor's relevant background and experience

Formed in Georgia in 1985 U.S.A, ATC is a diversified service organization comprised of a cohesive team of innovative people dedicated to providing the highest quality situational staffing services with the greatest value.

We are pioneers in the strategic sourcing and management of medical temporary personnel. We have established an outstanding reputation in the industry by identifying the specific staffing requirements of the healthcare providers we serve and matching these requirements with the Healthcare Associates (licensed and unlicensed employees), who have the appropriate training, credentials, and experience. We will never lose sight of the fact that we are here to provide a flexible, customized service and to help our clients utilize ATC as a positive and beneficial means for cost containment. Our executive staff and branch management personnel have the professional knowledge, skills, and experience to successfully fulfill the needs of the client.

### Recruiting and Retention Support for Relevant Medical Programs

- Currently managing programs providing multidiscipline healthcare services **500+ Clients Nationally**
- Directors and Managers with extensive Staffing contract experience.
- Established process has successfully vetted over 4000 Health care associates
- Robust Human Capital program dedicated to medical recruiting and credentialing
- Proven retention program resulting in over 94% retention rates

ATC's management team has accrued nearly a century of combined healthcare experience successfully recruiting, implementing and managing multidiscipline staffing programs for short- and long-term services in specialty areas that include Nursing, Therapists, Technicians, and Medical Administrative skills. ATC is supported by a dedicated corporate support network and has the tools and means to successfully support this contract.

### Types of Clients Served

Hospitals, Clinics (medical and immunizations), Surgical Centers, Long Term Care, Assisted Living, Home care, Private Duty, Hospice, Home Infusion, Rehabs, correctional, physician's Office, Nursing home, School, Mental Health, Developmental, Non-Medical (Insurance company, board of educations), Industrial.

ATC has experience with state correctional facilities and other large state agencies in multiple locations across the country. Two specific examples are the Ohio Department of Corrections and the County of Los Angeles in California. In 2012, ATC was awarded a sole source contract to fulfill the staffing needs of the Ohio Department of Corrections. This included thirty-three DRC and Department of Youth Services (DYS) facilities across the state of Ohio. This project required 6 dedicated staffing coordinators and all of the incumbents to be transitioned as quickly and as efficiently as possible. In Los Angeles County, ATC began providing services in 2007. The Los Angeles County contract facilities include 4 hospitals, 20 ambulatory care centers, more than 15 juvenile court facilities and 15 department of health facilities.



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## **ATC Healthcare Services Corporate Structure & Succession Strategy**

ATC Healthcare Services has a unique organizational structure that provides many advantages to our franchisees and clients. ATC is a limited liability company formed in Georgia in 1985. ATC's corporate office is located at 1983 Marcus Ave. Suite E122 Lake Success, NY 11042 and serves as franchisor to locations across the country, providing support in all areas including Recruiting, Marketing, Information Technology and Systems Management, Risk Management, Financing & Cash Flow, Human Resources and Employee Benefits, Invoicing, Payroll, Accounts Receivable and Administration, a total package would be difficult for local "mom & pop" staffing companies to provide on their own.

Each ATC office is owned by an independent franchisee who develops and executes specific business strategies tailored to the local markets in which they operate. This enables each location to be closely integrated in their local healthcare communities, employing their own staff and strategies, all with the support of ATC Healthcare Services corporate office. One unique aspect of the franchise model is the sharing of ideas, techniques and strategies between franchisees. This network of entrepreneurs has a very strong and highly leveraged knowledge base that is not typically enjoyed in the more internally competitive corporate model.

This structure provides the advantages of a large corporation with the added advantages of local small business operation. Franchise ownership of each location provides unequalled commitment and dedication at the local level, resulting in a higher level of service provided to clients and employees, and drastically reduced turnover at the management level due to being operated by local small business owners vs. corporate employees who get promoted, change jobs, move to other areas and so on.



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## **Management Capabilities**

ATC Healthcare Services current capacity to deliver the services of this project includes:

- Key Personnel
  - Marc Nda, Program Manager – local presence
  - Natalia Anderson, Project Manager – Day to Day operations
  - Rita Franklin, Clinical Management
  - Cheryl Stein, Contract Compliance and Oversight
- Dedicated Staffing Personnel
- Access to our Staffer Link web-based reporting software (ATC Connect) in each facility or Division
- Staff Coordinator will handle daily operations and an assignment if needed to cover an unscheduled absence.
- Local presence with an office in Omaha, Nebraska.
- Corporate office back support for recruitment, on-boarding, contract management, and Q&A audits

ATC Healthcare Services is also offering the support of our nationwide network of recruiters, coordinators and managers. Because of our flexibility, we can pull from this network should we need to at any time to help facilitate any part of the project.

## **Key Management and Responsibility**

<b>Position</b>	<b>Quality Responsibility</b>
<b>Marc Nda - Program Manager</b>	<ul style="list-style-type: none"> <li>▪ Work with Quality Assurance Manager and Client Quality Representative to establish benchmarks and quality indicators</li> <li>▪ Continuously and systematically collect data, and monitor and evaluate outcomes and the quality of services for the entire contract</li> <li>▪ Ensure accuracy and timeliness of the recruiting, hiring, and credentialing</li> <li>▪ Work with the Project Manager and HR to develop and ensure implementation of resolution plans for any problem, address any staffing deficiencies, inefficiencies in service delivery, or shortcomings in the quality of services</li> <li>▪ Ensure delivery of quality services, and implementation of all quality practices, and visit with each Site periodically to review project progress and activities</li> </ul>
<b>Natalia Anderson - Project Manager</b>	<ul style="list-style-type: none"> <li>▪ Work closely with the client to develop and implement customer satisfaction surveys, and to ensure a high level of customer satisfaction, and reports results</li> <li>▪ Oversee staff coordinators; adjust staffing plans as necessary per facility needs.</li> <li>▪ Supervisor of personnel and HCAs for specific facilities</li> <li>▪ Responsible for HR management, workforce management and performance management for assigned HCAs</li> <li>▪ Collaborates with PM to coordinate JR responses, handles and resolves performance issues/complaints</li> <li>▪ Assumes some roles and responsibilities of the PM, in his/her absence.</li> <li>▪ Coordinate monthly meeting with each school administration to ensure ATC is meeting or exceeding expectations.</li> <li>▪ Work with recruitment to ensure the availability of qualified HCA's at all times.</li> </ul>
<b>Rita Franklin VP of Nursing and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Oversees company risk management program, company workers compensation program; clinical and quality improvement programs.</li> <li>▪ Coordinate company RM issues with insurance carriers and legal counsel</li> <li>▪ Provides corporate and local trainings on risk management and clinical topics</li> </ul>



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	<b>In Healthcare 20+ years, Lawyer and RN</b>
<b>Cheryl Stein Director of Contracts</b>	<ul style="list-style-type: none"> <li>▪ Contract Compliance and Oversight</li> </ul> 5+ years in contract compliance and oversight
<b>Staffing Coordinator</b>	<ul style="list-style-type: none"> <li>▪ Coordinates staffing assignment with approval of client</li> <li>▪ Ensures all positions/JRs are filled on time; plan or unplanned absenteeism.</li> <li>▪ Assist with recruiting, interviewing, and screening of new candidates.</li> <li>▪ Ensure an adequate pool of HCAs are available for an agency</li> <li>▪ Ensures an on-site visit to ensure a clear understanding of the needs such as daily, weekly, and monthly basis.</li> <li>▪ Requires' open communication with each site to maintain a clear understanding of the scheduling needs.</li> <li>▪ Ensures a site has the contract information and understands they are <b>available 24 hours per day 365 days per year to fill staffing requests</b> and take care of any scheduling issues</li> </ul>

### ATC Healthcare Services, LLC Corporate Principal Officers:

#### Stephen Savitsky, Chairman of the Board and President

Stephen Savitsky, a founder, Chairman of the Board and President of ATC Healthcare Services, a medical staffing company with offices throughout the United States that has been ranked as the 14th largest by Staffing Industry Analysts. Savitsky was previously a founder and CEO of Tender Loving Care - Staffing Builders, a certified home health care and medical staffing business, one of the nation's largest providers of medical staffing and homecare. Savitsky has spoken at many conferences and written many articles on the home care industry. Savitsky has lectured throughout North America and is a frequent participant in many panel discussions. Savitsky has a Master of Business Administration from Baruch College with a major in finance and marketing.

#### David Savitsky, Chief Executive Officer

David Savitsky, a founder and Chief Executive Officer of ATC Healthcare Services, a medical staffing company with offices throughout the United States that has been ranked as the 14th largest by Staffing Industry Analysts. Previously, he was a founder, EVP and COO of Tender Loving Care - Staffing Builders, a certified home health care and medical staffing business. At its peak, Staff Builders operated 170 offices and was the third-largest provider of home health care services in the U.S. He is a recognized industry expert in home care and staffing knowledge. Savitsky served as chairman of the Home Health Services and Staffing Association for ten years and was the founder and chairman of the American Association for Home Care. He served for many years as chairman of the Health Care Section of the American Staffing Association and has been a frequent guest lecturer on staffing and home care at industry conferences and events.

#### Lorelei DePalo – Chief Financial Officer

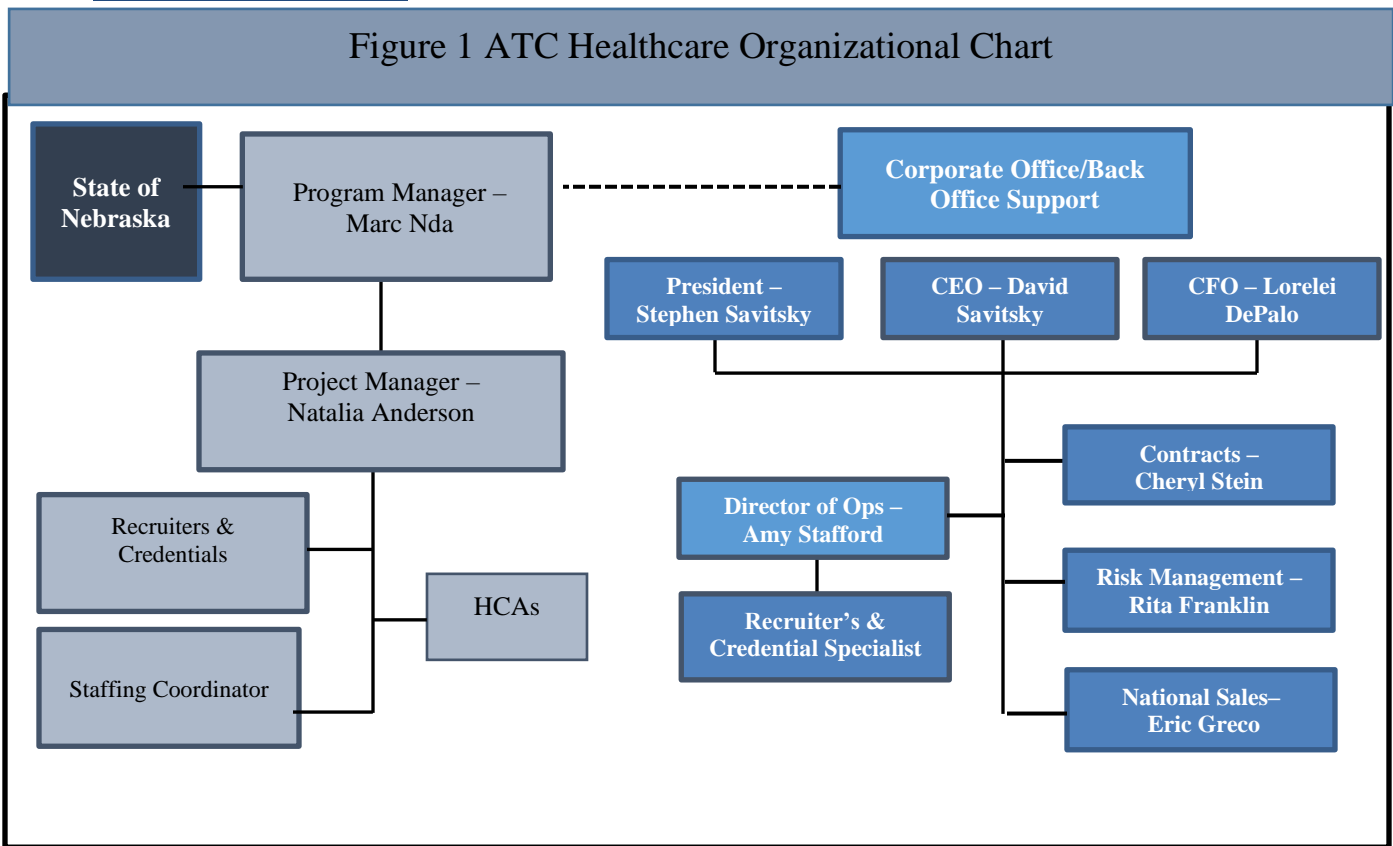
As Chief Financial Officer, Lorelei DePalo has primary day-to-day responsibilities for planning, implementing, managing and controlling all financial-related activities of the Company. This includes direct responsibility for accounting, finance, forecasting, strategic planning, costing, deal analysis, financial reporting and institutional financing. Lorelei is a seasoned Executive with over 30 years of experience. Before coming to ATC Healthcare in July of 2019, Lorelei was the Chief



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Financial Officer of 24 Seven Group Companies, a creative staffing and recruitment firm with deep talent connections into destination employers in the creative, marketing, and digital sectors that connects high caliber talent with leading brands. Previously, she had been Chief Accounting Officer at Adecco of North America, which is a \$5 billion staffing and human capital solutions company, part of Adecco SA, the world’s leading HR solutions provider with EUR 19.5 billion in revenue. At Adecco, she led a team of over 100+ finance professionals in a wide area of financial responsibility. Previously, Lorelei was Director of Finance at several Divisions at Arrow Electronics, a Fortune 150 global provider of products, services and solutions to users of electronic components and enterprise computing solutions. She began her career as a senior audit manager at Deloitte & Touche, LLP.

**Organizational Chart**





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## Vendor's staffing methodology

### Human Capital Management Approach

ATC understands human capital management is about more than filling open positions. While many staffing companies are interested only in short-term profit—often at the expense of quality—ATC's focus is developing a partnership with clients to enhance quality care and cost effectiveness based on identification, understanding, and commitment to mutual goals. We want to be your partner in providing quality healthcare to your patients. With that said, we currently manage medical support services at nearly 40 locations nationally. Our refined processes which have checks and balances ensure we exceed the clients' expectation by fulfilling their needs within the required time frames. Our process has a preliminary and work order/request protocol. Once awarded this contract ATC immediately initiates a "Client Profile" This profile contains the client's requirement expectation with regard to experience level, test scores, credentials, physical/health screening, orientation and on-boarding, and any other pertinent information specific to the facility such as staffing plan. With the completion of the client profile into our computer system; a RPCI request generates a Work order/request. All work orders generate a recruitment protocol.

### Ability to Respond and Provide Qualified Replacement Personnel

With all of our projects, we apply lessons learned to continually refine our processes and protocols to ensure we prevent any lapse in service. Customer service is a key component to ATC's success on every project. Our proactive approach ensures that we have a contingency plan for any event. ATC understands the impact of a request not being filled on time. We continually refine our internal processes and protocols to include implementation of innovative programs such as the 6-step recruitment process. These processes have proven to be effective based on annual employee surveys, customer acknowledgements, and improved contract performance data. We ensure we will have a working, vetted nursing pool of candidates to ensure every request gets filled regardless of the length of notice. Below is an example of required timelines on contracts and our performance. Exhibit 2 demonstrates our average days to place standard and unscheduled requests and is based on the contract requirements.

**Exhibit 2. Success in Placing HCAs in Required Timeframe.** *Demonstrated by the Average Days to place on our most relevant contracts for HCAs are equal to or less than the average Required timeframes of 30 and 60 days, respectively.*

Contract/Description of Services	Performance (Average time to place)		
	Standard Request	Unscheduled coverage	Performance Met
Prince George County Schools	3-4 days	2-3 hrs.	100%
Chicago Public Schools	<1 hr.	2-3 hours	100%



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**Exhibit 2. Success in Placing HCAs in Required Timeframe.** *Demonstrated by the Average Days to place on our most relevant contracts for HCAs are equal to or less than the average Required timeframes of 30 and 60 days, respectively.*

Contract/Description of Services	Performance (Average time to place)		
	Standard Request	Unscheduled coverage	Performance Met
Temple University Hospital	48 hours	<2 hrs.	100%

**NOTE:** We will maintain a robust pool of PRN HCA’s to cover any scheduled and unscheduled absenteeism’s at all times.

**Providing Staffing Services**

ATC prides itself on customizing each staffing plan for every one of our clients. With customization, a company needs to remain flexible in providing solutions. Part of the flexibility that ATC can provide is a network of recruiters and staffing coordinators. We will have a dedicated staffing coordinator assigned for this project once awarded. Our staffing approach for this project is based on similar size and scope of other contracts such as Ohio Department of Rehab and Corrections contract (ODRC). This contract required 6 dedicated staffing coordinators fulfilling the needs of the thirty-three DRC and Department of Youth Services (DYS) facilities. Highlights of this project include:

- Short timeline of 30 days to transition and hire 260 health care providers (HCA) s.
- Many of the HCAs started prior to the 30-day deadline.
- 100% on-time starts for the 260 positions, with a placement of over 500 HCAs to meet the requirements on this contract.
- Developed a large pool of candidates to ensure all requests are filled.



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## PERFORMANCE REVIEWS

At our corporate headquarters and project sites, we use a series of documented management processes and procedures and perform internal audits to ensure we are doing business the way we proposed it. However, establishing documented processes and procedures does not mean that we cannot change them if doing so will improve the system. We continually upgrade our system as part of our commitment to provide services that go beyond merely meeting customer expectations to exceeding them.

ATC's Quality Control Plan provides an effective and efficient means of identifying and correcting problems throughout the entire scope of operations. The plan will include:

- Accurate documentation of work processes, procedures, and output measures
- Systematic procedures for assessing compliance with performance objectives and standards
- Accurate documentation of quality inspections conducted throughout the execution of work
- Assessment-driven corrective actions and process adjustments as appropriate in a timely manner

In addition, ATC makes full use of an aggressive Customer Feedback Program to help ensure responsive, effective, and high-quality performance. Our goal on any project is to ensure our client receives the highest level of satisfaction with our services.

*ATC  
QUALITY  
ASSURANCE  
ADVANTAGE*

ATC is committed to total client satisfaction and commits to maintaining its dedication to quality service. Relentless and uncompromising attention to the needs of client and the dedication to a creative, supportive work environment for our employees is the foundation of ATC's quality philosophy. We feel that quality is achieved through continuous review and improvement of all our business operations. This ensures that we are positioned to satisfy our client expectations, meet the needs of our internal customers, develop and support our Healthcare providers and provide superior service to the client facility.

ATC's Corporate Clinical and Quality Improvement Department and each individual ATC office are jointly responsible for the administration of ATC's Quality Assurance Program. The Clinical Department develops and maintains the quality improvement policies whose function is to support client patient care standards and to improve processes or outcomes through adherence to quality assurance standards. When an incident is reported or discovered, processes are aimed at analyzing the situation to determine how to maintain or improve quality standards. A plan of corrective action may be developed if indicated by the situation. The Clinical Department is also responsible for maintaining compliance with all applicable JCAHO, OSHA, and governmental regulations. As required, and on an as-needed basis, the Clinical Department also develops programs to address internal and external findings in the healthcare clinical and regulatory arenas.





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The focus of ATC's quality assurance standards, center around established screening, hiring, and performance monitoring procedures; whose goals are to provide ATC's clients with competent Healthcare providers that further the quality of the care provided to patients.

As evidence of ATC's continuing commitment to providing quality personnel, ATC received Healthcare Staffing Agency certification, titled Credentialing Advantage. Credentialing Advantage is an innovative certification program administered by Risk Control Services (RCS).

The program vigorously analyzes agency's operations, hiring procedures, credentialing and various other business operation procedures.

ATC Healthcare Services values its relationship with its client and employees. As such, ATC has received a certification called Worker's Compensation Risk Certification that promotes employee safety on the job site or client assignment. This certification is renewed on an annual basis and is provided by the American Staffing Association (ASA) in conjunction with RCS. This prestigious certification is awarded based upon an agency's proven commitment to sound risk management procedures and policies.

**ATC's sophisticated Quality Assurance Program incorporates the following:**

- ATC constantly seeks ways to add value to the service we provide our clients
- ATC encourages each client to advise ATC as to how they define quality
- ATC provides a staffing coordinator 24 hours a day to each client
- ATC provides clients with administrative staff knowledgeable of staffing needs and credentialing requirements
- ATC commits to providing immediate response to any issues or concerns that are reported
- ATC has comprehensive hiring standards
- ATC provides Healthcare Associates with a company orientation that includes information on company policies, infection control, patient care and ethics, and general safety subjects (as mandated by JCAHO, OSHA, and other regulatory agencies)
- ATC coordinates with client facilities the client specific orientation and any client specific needs
- ATC assesses Healthcare Associate competency upon hire and annually by verifying with the issuing body any applicable licensure and by administering skill checklists and written evaluations appropriate to profession and specialty areas
- ATC continuously assesses Healthcare Associate performance by initiating internal and external performance evaluations at set periodic intervals, annually and as needed to assess performance level
- ATC encourages clients to notify the appropriate branch of any incident involving ATC Healthcare Associates so that incidents can be promptly investigated and resolved in a coordinated and efficient manner. ATC has Registered Nurses at the Corporate level that direct and coordinate efforts between all parties to assist and resolve reported incidents
- ATC's Corporate Clinical and Quality Improvement Department monitors and analyzes all incidents reported by branch locations
- ATC encourages all client facilities to communicate policy and procedure changes affecting Healthcare Associates.



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### **Credentialing of Healthcare Associates**

Each Healthcare Associate presented for assignment is interviewed, completes an application for employment, Workers Compensation Form, Internal Revenue and state tax forms, U.S. Department of Justice (I-9) Form, and any facility specific required forms. An Activation Checklist is completed on each applicant prior to hire and presentation for assignment. ATC Healthcare Services will submit to the client the profiles and required information of Healthcare Associates who meet the hospital's specific request at least seven days prior to assignment start date.

ATC Healthcare Services has an extensive credentialing and quality assurance program that operates on multiple tiers.

Candidates presented for assignment will have at least the minimum of recent work experience in the area to be staffed, but the majority of our HCA's exceed the minimum requirement by many years.

Our routine credentialing procedures include verification with the applicable state license issuing body or bodies that the licensee holds a current, active, good standing license free of restrictions. Copies of applicable licenses are maintained in the personnel file and updated upon renewal. Re-verification of licenses is performed periodically. Primary educational source verification is performed for independent practitioners, such as advanced practice nurses and physician assistants. Required national organization memberships and licenses are also verified for advanced practice nurses and physician assistants.

Each applicant must have three satisfactory current/prior work references. All references and other work history information are obtained by primary-sourced telephone or written contact.

Each applicant that will provide direct patient care must provide a current American Heart Association CPR card (BLS, ALS, PALS, and NALS depending on specialty) and renewals of the same. The card is copied and placed in the personnel file along with subsequent renewals.

Each applicant completes an area specific self-appraisal skill checklist upon hire and annually. Further, each applicant must achieve a passing grade of 85% on a written area specific knowledge assessment test.

ATC Healthcare Services complies with Joint Commission on the Accreditation of Health Care Organizations initial and mandatory employee training, covering topics such as age specific competency and patient rights.

ATC complies with OSHA initial and annual mandatory training, such as blood borne pathogens, fire, and electrical safety.

Each Healthcare Associate must have a current physical examination, renewed annually; including a current tuberculosis skin test (previously positive applicants must provide medical proof of freedom from active communicable disease). TB skin tests are also renewed annually.

Criminal background checks and drugs screens are obtained as per client and/or federal/state requirements and maintained in the personnel file.



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Our credentials staff will work hand in hand with your medical facility to ensure all needed credentialing actions are completed in a timely manner. Additionally, ATC Healthcare Staffing Services performs “preventative maintenance” on all the Healthcare Associate files through the use of a proprietary computer program to audit credential expirations and renewal. Each record will be monitored for licensure and certification expiration.

The focus of ATC’s quality assurance program centers upon established screening, hiring, and performance evaluation processes.

Experienced Registered Nurses are present at both the Clinical Department and senior vice president levels to provide state of the art quality assurance direction and innovation to the services. Clinical quality assurance matters reported are individually analyzed and resolved at the different tiers to optimize not only ATC’s commitment to patient care, but also that of your unique patient populations.

ATC Healthcare Services works to keep Healthcare Associates in our system and in long-term assignments in many ways. First and foremost is our level of service. We develop a personal relationship with each Healthcare Associate, and then carefully match him or her to appropriate assignments. We maintain continual contact throughout the duration of each job and, if necessary, immediately troubleshoot any problems or concerns that come up.

In addition, we pay for and coordinate the following items for each provider:

- × Licensure in new states, if necessary
- × Long distance travel to the assignment
- × Comfortable housing near the worksite for long-term assignments
- × A comprehensive orientation to ATC Healthcare Services and the facility

### **Identification of Audit Deficiencies**

Various organizations have performed audits at different ATC branch locations during the past twelve months. ATC Healthcare Services is proud to report that no contracts have been terminated during that time due to audit deficiencies. Items found deficient included rare occasions of CPR, immunization, and/or form renewal discrepancies. Any and all deficiencies found were addressed by a corrective action plan developed specifically for the particular audit findings in accordance with the Quality Assurance Plan previously described.

### **MANAGEMENT INFORMATION SYSTEM**

Through the use of ATC Connect, ATC is capable of providing the state of Nebraska with a state-of-the-art integrated applicant tracking system. Specifically, ATC Connect provides our team the ability to more effectively source candidates, manage candidates and responses, and measure results. The ATC Connect tool has been custom designed to accomplish everything our clients need from a recruiting, credentialing, quality and reporting perspective. ATC Connect enables



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ATC to offer a more efficient staffing process to our clients. Specifically, cost and time efficiency strategies utilized ensuring project success include, but are not limited to:

- Use of ATC Connect to decrease recruiting and administrative times
- Decrease recruitment times through the use of our existing database of over 1,899 targeted candidates. All of these candidates are directly related to the Labor Category/Regional combinations proposed in this RFP
- Creation of attractive Recruitment and Retention plans and a decrease Recruitment times and Turnover rates
- A large recruiting staff, who are specialized by labor category and region enable ATC to focus the best people for the task at hand, thereby reducing recruiting times

ATC will use the above cost and time saving strategies to deliver the state of Nebraska results faster and cheaper without sacrificing quality. This sophisticated technology will allow ATC to develop reports that will work specifically for the state of Nebraska's needs.

### ATC Recruitment Process

ATC Healthcare Services believes superior patient care outcomes are linked to excellence in medical staffing services. Our philosophy includes retaining the most qualified nursing and allied talent available and supporting them throughout the employment process with our company. We believe our staff has a high level of job satisfaction which is demonstrated by low turnover rates. Our philosophy of employee retention includes supporting professional growth and instituting fair and circumstance appropriate policies for resolution of issues.

ATC is committed to providing quality service and prides itself on both client and employee satisfaction. We feel that quality is achieved through continuous review and improvement of all our business operations. We use a multi-tiered approach so as to ensure we are positioned to satisfy client expectations, develop and support our Healthcare Associates and provide superior service in the industry.

ATCs recruitment strategy is based on our complete understanding of the challenges, trends, and state of the health care market not only in Nebraska, but nationwide. As JRs are issued, ATC will source "right fit" candidates to fill the requirements. Our understanding of the local market and research has included contacting HCAs in the local area' as well as, sourcing our internal network for Nebraska licensed travel nurses. ATC offers compensation packages sufficient to recruit and retain qualified HCAs, to ensure continuity of care. Our processes will ensure:

Timely Replacement of HCAs	-Timely replacement of HCAs is provided to reduce any interruption of the requesting activities mission.
Fill-Rates	each JR if met to ensure no break in service
Turn-Over	A stable workforce is maintained with minimal turnover of personnel.
On-Time Placement	HCAs have met all pre-performance requirements and are prepared to begin performance at the location, time and date stated in the JR.
Quality of Applicants	Our credentialing process ensures qualified candidates for placement at clients required locations
Quantity of Applicants	The goal of our recruitment program is to generate a large POOL of applicants to choose from. We routinely evaluate this data with a thorough analysis of JRs to time variances.



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## Six step recruitment Process:

**Step ONE: Sourcing and Procurement** - Recruiters review the position profile against our internal database of candidates. If no match is immediately apparent, the recruiter will rely on traditional industry techniques to identify candidates. ATC employs a variety of methods to identify qualified candidates. The most common method we utilize is referrals from HCWs serving on existing projects. Other external sources used by our recruiters are as followed:

**Proprietary Databases.** We have access to several private data bases to assist in sourcing HCAs with the qualifications and experience required. These databases are searchable by labor category, experience; as well as geography, for purposes of quickly developing a list of possible candidates for specific requirements.

**Employee Referrals** - A high percentage of our candidates come from current employee's, which attributes to the strength, professionalism, and desire to work for a company that understands the value of their employees.

**Placing Advertisements in Newspapers or Professional Journals-** In order to expand our existing database with HCWs in all regions, we may initiate an advertising campaign that targets the professional journals sent to health care specialists as a result of their association with that particular certifying body. Major local and nationwide newspapers are routinely used, and are an important tool for quick fill requirements

**Social Media and Online Research – This includes state and national associations.** For example, we recruit for Nurses through Nurse Honor Societies, School Alumni and their national conferences. Furthermore, we utilize online social media accounts such as Twitter, LinkedIn, and Facebook to assist in current needs; as well as, building our internal data base.

**Job Boards** – we utilize our own websites as well as external to post needs and acquire high quality staff. We regularly keep posting on multiple job boards including career builder, absolute Healthcare, and Indeed. We continually review specialty job websites and specific Country job boards that would be relevant to post additional advertisements.

**Step TWO: Initial Screening** The vetting process begins with a primary telephone interview and screen is conducted by one our experienced Recruiters to ensure candidate meets the qualifications. During this time, the recruiter will discuss the position and answer any questions candidate may have about the opportunity. A prescreening checklist is utilized for efficiency, completeness, and consistency. When candidate has cleared initial screening;

- An HCA profile is generated; Candidate preliminary background verification are conducted; resume, test scores, credentials, experience, and areas of specialty (as designated by testing). ATC Connect constantly monitors for compliance of credentials, ATC Policies & Procedures, OSHA and Joint Commission requirements. ATC Connect automatically places Healthcare Associates on inactive status when their credentials expire.

. **NOTE:** Primary source verification of credentials is also performed concurrently during the interviewing and screening process, when applicable.



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**Step THREE: Candidate Selection** - Our PM then selects the best candidates, based on qualifications and credentials, experience, references, interview results, and other information.

**Step FOUR: Candidate(S) Submitted** to Client: If applicable candidate with qualifying documents is submitted to customer for review for acceptance.

**Step FIVE: Candidate Offer** – Upon final selection of individual(s) to fill the position, we extend an offer. We answer any questions that the selectee might have, close on acceptance, and establish a planned start-work date.

**Step SIX: Candidate Accepts** – In-house credential specialist tracks completion of all forms which are uploaded into ATC CONNECT system; which constantly monitors for compliance of credentials, ATC Policies & procedures, OSHA and Joint Commission requirements. Finance is notified of candidates start; to ensure proper utilization of RPCI's time keeping system for tracking employee hours to facilitate reliable billing processes; as well as, liability insurance for both RPCI and HCA.

### **Onboarding within Request requirement**

As stated above during Step Two of our recruiting process Initial primary source verifications are commenced by our highly experienced in-house credential specialists. All “qualifying documents” are submitted to the program manager (PM) for review and preparation for candidate(s) submittal to the facility. Once a Healthcare Associate (HCA) is determined as qualified through our recruiting, vetting, right fit process, and facility approval; our Speed Center of in-house experienced credentialing staff have refined the process that meets or exceeds all on-boarding requirements within the required time frame. Additionally, our continuous surveillance ensures we maintain HCA qualification before expiration. All expirables are maintained in an internal system (ATC CONNECT) and monitored by our in-house credential specialist. An example of expirable items consists of an HCA License and Certifications; HCA Continuing Educational Units; HCA Health and Immunization Record.

**NOTE:** ATC timelines for RN/LPNS; with the receipt of a work order to start:

\*Requests for a long-term assignment our average start time is less than 48 hours

\*Requests for an emergency short fill, short assignment our average start time is < 2-3 hours

### **Back-up staffing**

ATC recruitment efforts are ongoing throughout the life of each contract to ensure top talent acquisition and backfill reserves are available to meet surge or new requirements and turnover. We emphasize building qualified pools of prescreened applicants to respond quickly when requirements dictate. We understand that replacement of HCAs may be required during the performance of the contract; due to unforeseen circumstances. We employ advanced technology tools to ensure rapid identification of well-qualified candidates. All candidates are maintained in our Applicant Tracking System and Recruitment Management System, and results are continually updated. Our software easily generates a list of qualified candidates, allowing for immediate access to pre-qualified, pre-screened leads. This pool of already-credentialed resources will be tapped in the event a replacement is needed.



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### **Unscheduled absences**

Our HCAs are asked to notify their coordinator at least **4 hours prior** to their scheduled shift if unable to make their shift. ATC provides a cellphone number to the employee for 24/7/365-day access.

ATC will maintain a float pool of pre-qualified/approved HCAs. If an unscheduled absence occurs, an approved candidate will be called to report immediately as to minimize any impact to client.

### **Retention of Workforce**

At ATC, we believe that retention is an outgrowth of recruitment and critically important to the quality of services we can provide to our clients. Our nursing and clinical professionals have extensive experience and deliver individualized care with a compassionate touch. All of ATC's employees undergo a stringent screening process prior to employment. We assess each employee's skills, background, experience, and professionalism prior to assignment. At ATC, we believe that retention is an outgrowth of recruitment and critically important to the quality of services we can provide to our clients. Retention of trained staff knowledgeable of the facility's needs is critical to the success of a contract with the state of Nebraska. ATC Healthcare Services depends on our employees to perform the high-quality services that the client deserves and expect. Employee retention ensures customer satisfaction through continuity of care, familiarity with the facility' environment, and our employees building a partnership team with the state of Nebraska. Employee retention also is important to ATC Healthcare because it helps build our reputation as a quality service provider.

ATC Healthcare Services programs, policies, and strategies for maintaining high employee retention rates will be reinforced by its experience in matching candidates to the specific tasks and needs relayed by the state of Nebraska. ATC Healthcare Services utilizes the Staffer Link staffing system for staffing full-time, part-time, and at-will employees. This system emphasizes constant contact with each Healthcare Administrator to have a firm understanding of how each facility operates, as well as the type of healthcare associate that will fit into each facility unique culture. ATC's reputation and in-depth knowledge of nursing is essential to our efforts in recruiting and retaining qualified personnel that will keep the state of Nebraska in line with State of Nebraska quality standards. We plan to use this knowledge and understanding and implement into our system for each facility and client we provide services for.

Our program will not only make it possible for ATC Healthcare Services to recruit outstanding personnel for the clients requiring nursing services in the facility, it will allow us to retain superior staff in the face of intense competition.

ATC will remain in constant contact with the state of Nebraska. Our staffing coordinator will initially meet face to face with Healthcare Administrators. This will be the benchmark to clearly define the needs of the facility on a daily, weekly, and monthly basis. After the initial face-to-face meeting, the coordinator will stay in constant contact in regard to scheduling and filling each need.

ATC will provide on-call service for their assigned facility. The coordinator will be available to his/her facility 24 hours per day 365 days per year to fill staffing requests and take care of any scheduling issues.



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## References

ATC is a diversified service organization that has been providing medical staffing since 1985 and is comprised of a cohesive team of innovative people dedicated to providing the highest quality situational staffing services with the greatest value. Many of our contracts are of similar size and scope as this project.

While ATC specializes in providing medical staffing in any type of facility i.e. Correctional Facilities, Nursing Homes, Hospitals, clinics, schools, Doctor Offices, and private; **our Texas office has an in-depth understanding of the market and has the knowledge and experience to provide quality personnel for the specified labor categories requested for this proposal.** Our expertise also extends to geographic locations and can fill positions regardless of the locations challenge. Our capability stands out; because we have 40+ franchises around the country, with local offices in most states and one location in Texas.

ATC Healthcare Services, LLC has been staffing Healthcare Facilities for more than thirty years. Under many of these contracts ATC was required to abide by all State and Federal healthcare laws, regulations and standards and practices. ATC was also required to do monthly and quarterly reporting through each contract, based on hours worked by our employees and sales derived from each agreement. Any reporting that the State of Nebraska needs will be done accurately and submitted on time. ATC is committed to bring the same level of efficient and timely service to the state of Nebraska that we have given to our customers.

<b>a. Agency Name</b>	Virginia Department of Corrections
<b>Address</b>	6900 Atmore Drive Richmond VA 23225
<b>b. POC / Phone</b>	Karen J. Cook, Senior Procurement Specialist / (804) 887-8225
<b>c. POC Email</b>	karen.cook@vadoc.virginia.gov
<b>d. Type of Staff</b>	Temporary medical services
<b>e. Period of Performance</b>	2018 - present

<b>a. Agency Name</b>	County of Los Angeles Department of Nursing / Department of Health
<b>Address</b>	313 N. Figueroa St.-6E Los Angeles, CA 90012
<b>b. POC / Phone</b>	Leticia Gehringer RN / 323 409-4015
<b>c. POC Email</b>	Lgehringer@dhs.lacounty.gov
<b>d. Type of Staff</b>	RNs, LVNs, CNAs, Medical Assistants, Surgical Techs
<b>e. Period of Performance</b>	> 5 years





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<b>a. Agency Name</b>	Charleston Center
<b>Address</b>	5 Charleston Center Drive, Charleston SC
<b>b. POC/Phone</b>	Rich Oliver, Director / 843-958-3480
<b>c. POC Email</b>	roliver@charlestoncounty.org
<b>d. Type of Staff</b>	LPNs
<b>e. Period of Performance</b>	> 11years

<b>a. Agency Name</b>	Roper Hospital
<b>Address</b>	316 Calhoun Street, Charleston SC
<b>b. POC/Phone</b>	Donna Blew, Staffing Coordinator/ 843-402-1913
<b>c. POC Email</b>	donna.blew@rsfh.com
<b>d. Type of Staff</b>	RNs: Med-Surg, step down, ICU and tele
<b>e. Period of Performance</b>	Since 2000