

dps dean's professional services - Smith & Dean, Inc.

SOLUTION **POOL**

HOUSTON
Methodist[®]
LEADING MEDICINE

Solution Pool Partnership

Mission Statement:

To provide skilled temporary help during planned and unplanned absences and vacancies. Our partnership goal is to add value and quality of care by providing staff trained in Methodist systems and ICARE values.

Services Available:

Patient Business Representatives
Billing Specialists
Medical Assistants
Senior Medical Assistants
Staff Nurses

**Solution Pool Request for Coverage Forms can be completed online at:
www.dps-solution-pool.com**

Solution Pool Overview:

Solution pool is not to be utilized as a staffing pool and does not act as a staffing agency. The intent for the Solution Pool is to provide department coverage during:


- FMLA and LOA (90 day max)
- Vacations (1 Week or Greater)
- Gaps in Employment Due to Resignations or Terminations (60 day max)
- Special Projects (60 day max)
- New Clinic Set UP (60 day max)
- Urgent Short Term Coverage - PRN only

Online TimeEntry System

Employees will enter time worked through the DPS WebCenter. All other time management issues will be reported to DPS including vacation requests, call offs, and late calls.

Staff Training

Solution Pool employees will have knowledge, understanding and application of best practices, proficiency in the use of implemented software programs, work-flows and policies at the System and HMSPC and HMPCG Level. Requesting facility & department should provide general orientation to department, training on workflows and best practices for the department, and training on any additional software systems.

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713-785-7483 | dps-solution-pool.com

Contact Info

Corporate Office

11511 Katy Freeway, Suite 430
Houston, TX 77079

General Phone Numbers

713-785-7483 (main)
800-805-9318 (toll free)
713-785-7601 (fax)

Web Info

www.dps-solution-pool.com
general: staffing@deansprofessionalservices.com

Metropolitan Service Areas:

Greater Houston Area (Texas)
Woodlands / North Houston (Texas)
San Antonio / Austin (Texas)
Dallas / Ft. Worth (Texas)
Seattle Area (Washington)
Knoxville / Surrounding Areas (Tennessee)
Akron / Surrounding Areas (Ohio)
Miami / Surrounding Areas (Florida)

State-Wide Service Areas:

Texas
Louisiana
Arkansas
Ohio
Tennessee
Florida
Washington
Montana

We would like to personally welcome you to our company. Dean's Professional Services has been in business since 1993. I have used my vision to provide extraordinary quality in customized staffing services. Our customized staffing professionals have over 30 years of staffing experience in the industry. We are your "Full Service Solution" providing not only staffing services but supplemental services to meet all of your needs including:

- Temporary, Temporary to Direct Hire, and Direct Hire Staffing Solutions
- Vendor-on-Premise Solutions
- Sub-Contracting Services
- Human Resources Consulting Services
- Professional Workshops
- Graphic Designs and IT Solutions

We will customize any service to fit your needs. From staffing to supplemental services. Our goal is to become a seamless extension of your organization, providing a partnership that grows with you.

Again, we would like to say **WELCOME** to Dean's Professional Services. We thank you for choosing our services. We are here anytime, 24-hours a day, 7-days a week to serve our clients!

Sincerely,

Jennifer Dean

Founder, President & CEO
Dean's Professional Services

Our Service Lines



DPS WebCenter

The DPS Webcenter is our 24/7 internet accessible portal designed specifically with our clients in mind. We have customized this feature to give our clients web access to:

- New And Pending Orders
- Past And Recent Invoices
- Pending And Approval Of Timecards
- Search And View Stored Timecard Details
- View And Download Up-to-the-minute Custom Reports

Your Webcenter Username & Password

Username: _____

Password: _____

To access the DPS Webcenter, visit the DPS website at www.dps-solution-pool.com and click on "Webcenter".

Home Screen:

WebCenter 6 **dps** Home Orders Employees Invoices Timecards Reports Documents

Your To Do List

Timecards
- All
Review
Rejected
- Past Due (2)

Orders
- All
- Unfilled (8)
- Pending (9)
Filled
- Closed (1)
Review

Messages (6)

Message	From	Received
Hi Sherry, can you please...	stephanie	8/30/2012
Hi - Test Message	stephanie	7/10/2012
This morning Apple announced the...	Adam Helgeson	2/16/2012
testing	Adam Helgeson	2/15/2012
Sometimes you don't use just...	Adam Helgeson	2/15/2012

Showing 1-5 of 9 - Previous **1** 2 Next -

From stephanie on 8/30/2012
Hi Sherry, can you please call the office to discuss the credentials of the candidate I sent you earlier? Thank you!
[Reply to stephanie's Message »](#)

Each Icon across the top of the Web Center screen indicates a different area of WebCenter:



Your Profile:

Clicking Your Profile in the upper right corner will open the Profile area where you can update various information in your record:

General Info

Email Address

Current email address: robg@tempworks.com - [Update Email Address](#)

Password

[Change Your Password](#)

Notifications

Place a check next to each notification that you would like to receive. Remove a check from each notification that you would like to be unsubscribed from. Then click "Update" to save the choices.

<input checked="" type="checkbox"/>	AddedOrderCandidate	Sent when a candidate is added to an order through Job Board, WebCenter or Enterprise
<input checked="" type="checkbox"/>	CandidateToReview	Sent when there is a candidate for a customer to review
<input checked="" type="checkbox"/>	CreateOrderRequest	Sent when a customer contact submits a new order request
<input checked="" type="checkbox"/>	HROrderdistribution	Sent to HR Contacts on an order when candidate status changes to s-HRnotify
<input checked="" type="checkbox"/>	OrderRequestApprovedEvent	Sent when a customer contact approves an order request
<input checked="" type="checkbox"/>	OrderRequestRejectedEvent	Sent when a customer contact rejects an order request
<input checked="" type="checkbox"/>	OrderRequestReviewEvent	Sent when a customer contact submits order request and another customer contact needs to review that request
<input checked="" type="checkbox"/>	PasswordRequest	Sent when a user requests to change their password
<input checked="" type="checkbox"/>	TimeCardApprovedEvent	Sent when a timecard is approved
<input checked="" type="checkbox"/>	TimeCardRejectedEvent	Sent when a timecard is rejected
<input checked="" type="checkbox"/>	TimeCardSubmittedEvent	Sent when a timecard is submitted
<input checked="" type="checkbox"/>	WebCenterInvitationForCustomer	Sent when a customer contact or vendor is given WebCenter login credentials by a service rep through Enterprise

[Check All](#) - [Uncheck All](#)

[Update](#)

Notifications can be sent to you based on different actions which are taken. Check any notification you would like to receive. Uncheck any you would not like to receive. Use the Check All – Uncheck All button to select enmass.

Click Update to save your selection of notifications.

Orders:

The order area displays a history of all of the Orders that you are attached to.

Orders can be displayed by All, Unfilled, Pending, Filled, and Closed Orders as well as Orders to Review:

All	Unfilled (8)	Pending (9)	Filled	Closed (1)	Review
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(←) Create Purchase Order | (→) Create Order Request | Manage Cost Codes

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Job Title	Status	Worksite	Start Date	Workers Needed
Unknown	Unfilled	Vine Valley		1
Access Operator	Unfilled	Kongo Jungle		3
Unknown	Unfilled	Kongo Jungle		1
Unknown	Unfilled	Kongo Jungle		1
Assembler	Unfilled	Kongo Jungle	4/1/2012	3
"c" Operator	Unfilled	Kongo Jungle	3/13/2012	1
Word Processing Oper	Unfilled	Kongo Jungle	3/1/2012	1
Typist/Invoice	Unfilled	Kongo Jungle	2/9/2012	1

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[Copy Order](#)
 [Enter Time](#)
 [Candidates](#)

Admin. Assist.

Start Date: 9/5/2012

OrderID: 4294971705	Department: Primary
Order Status: Unfilled	Shift: Morning
Order Date: 8/7/2012	Start Time: 8:00 AM
Duration: 6 months	End Time: 10:00 PM
Workers Assigned: 0 of 1	Est. End Date: 3/7/2013
Candidates: 0	Dress Code: Business Casual
PO Number:	Safety Notes:
PO Value:	Bill Rate: \$18.00
	Pay Rate: \$14.25

[Description](#)
 [Contacts](#)
 [Assignments](#)
 [Reviewers](#)

Will perform office duties such as order request fills, managing excel spreadsheet data, answering telephones.

Employees:

In the Employee area, all Employees who have been assigned to a job for you will be listed.

All Exact Matches Only

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Name	Current Jobs	ID
Bender, Terry	1	16279
Marshall, Nick	1	5025
Smith, Sally	1	4294967296
Stirling, Ian	1	16053
Summerson, Ailee	1	4294971948

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[Enter Time](#)
 [Candidates](#)

Terry Bender

xxx-xx-4651

[Assignments](#)
 [Timecards](#)
 [Skills](#)

Assembler Order 4294971601 - Primary Department Status: Open	4/1/2012 - Present Supervisor: Petters, Sherry
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**Click on an Employee's name to highlight them. This will display that Employee's information to the right.

Timecards:

The Timecards area allows you to approve, edit and submit time for your Temporary Workers.

Timecards interface showing a list of timecards for three weeks in 2012. The interface includes filters, a search bar, and a table with columns for Employee, Paycode, RT, OT, DT, and Hours/Adjustments. A summary bar at the bottom shows '0 of 6 timecards selected' and a 'Submit Selected Timecards' button.

Employee	Paycode	RT	OT	DT	Hours / Adjustments
August 27, 2012 to September 2, 2012 144.00 Total Hours					
Marshall, Nick A	Reg	24.00	0.00	0.00	24.00 Hours 50.00 Adjustments
Smith, Sally	Reg	40.00	0.00	0.00	40.00 Hours 54.50 Adjustments
Stirling, Ian Larry	Reg	40.00	0.00	0.00	40.00 Hours 54.50 Adjustments
Summerson, Ailee	Reg	40.00	0.00	0.00	40.00 Hours 54.50 Adjustments
144.00 Total Hours 513.50 Total Adjustments					
September 3, 2012 to September 9, 2012 40.00 Total Hours					
Marshall, Nick A	Reg	40.00	0.00	0.00	40.00 Hours 50.00 Adjustments
40.00 Total Hours 50.00 Total Adjustments					
September 10, 2012 to September 16, 2012 90.00 Total Hours					

Approving Timecards:

By clicking the Review tab in Timecards, you can view the timecards which were submitted by Employees and either approve or reject the time.

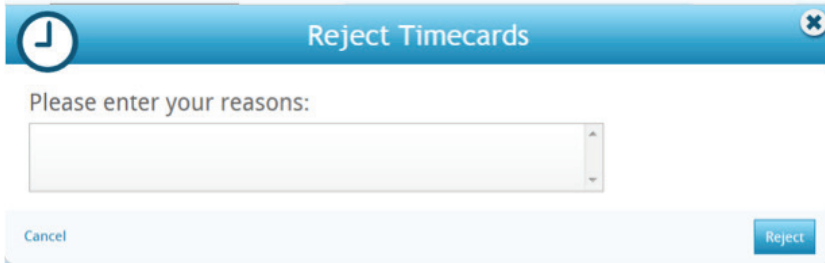
Timecards interface in 'Review' mode. It shows a table of timecards with columns for Details, Employee, Job Title / Department, Week Ending On, and Hours / Adjustments. There are buttons for 'Approve' and 'Reject' for each entry.

Details	Employee	Job Title / Department	Week Ending On	Hours / Adjustments	Actions
Print Timecard Order History	Bender, Terry xxx-xx-4651	Primary Department Assembler	9/2/2012	32.00 Reg - Adjustments	Approve Reject
Print Timecard Order History	Smith, Sally xxx-xx-	Primary Department Admin. Assist.	9/2/2012	40.00 Reg \$4.50 Adjustments	

Rejecting Timecards:

By clicking the Review tab in Timecards, the contact can view the timecards which were submitted by Employees and either approve or reject the time.

If you reject a timecard, they will get a prompt to enter in a reason as to why they are rejecting it. This will be sent to the employee.



****Note – When rejecting timecards, the Employee(s) will receive an auto-generated email informing them that their timecard was rejected. They will then be able to edit the timecard and re-submit for approval.***

Reports

Various reports can be run, printed or exported from Web Center. Below is a list of just a few reports available via Web Center.

Approved Web Timecards:

This report allows you to view the regular, overtime, double, and total hours of the approved timecards for that week. This is also useful for billing purposes since each category of hours is totaled for all employees.

Assignment History By Department:

This report displays assignment information within a specified date range and sorts them by department. This is useful if you want to find what assignments are within a certain department.

Ended Assignments:

This report displays a list of assignments that are not currently active within a chosen date range. Great for easily monitoring correlations between employees and the reasons why an assignment was ended.

Hours By Department:

This report allows you to view the total hours by department; it is also broken down by employee. This is useful for finding total hours and cost remaining for a department or doing an hours comparison between departments.

Order Fill Ratio:

This report allows you to view a list of orders and their fill percentage.

Spending Report:

This report shows financial and hours worked details with multiple sort capabilities