

Kelly Services, Inc. Proposal

For Warren County School District

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Table of Contents

<u>Contents</u>	<u>Page</u>
EXECUTIVE PROPOSAL.....	1
I. GENERAL INFORMATION	5
II. RECRUITING, SCREENING, AND HIRING PROCESS.....	8
III. TRAINING AND ORIENTATION PROGRAMS.....	11
IV. ASSIGNING/SCHEDULING PROCESS.....	14
V. QUALITY CONTROL PROCESS	17
VI. RETENTION PROGRAMS	19
VII. IMPLEMENTATION	22

EXECUTIVE PROPOSAL

Kelly Services recognizes the intent of this proposal is to explore the opportunity of implementing Kelly Educational Staffing as a substitute teacher staffing solution for Warren County School District. Based on our proven eight years experience in educational staffing solutions, Kelly is confident in our unique ability to supply and manage the substitute teacher staffing requirements and services of Warren County School District.

Our Understanding of Warren County School District

Based on our research of Warren County School District, below is a synopsis of our understanding of your district.

- The Mission of Warren County School District, where today's student is our future, is to equip all students with the educational skills necessary to achieve their unique personal potential.
- Warren County School District is comprised of 12 schools:
 - 8 Elementary Schools
 - 2 Middle/High Schools
 - 2 High Schools
- Lack of qualified substitute teachers to meet the daily needs of the district is a challenge.
- There are approximately 450 full time teachers in the District
- Substitute teacher usage in the schools is approximately 35 per day
- Substitute teacher daily pay rates:
 - Certified \$85.70/Day
 - Long Term \$107.12/Day

Proposed Solution - Kelly Educational Staffing

Kelly Services, Inc. proposes the implementation of our Kelly Educational Staffing program in Warren County School District. Through our experience of staffing over 988,000 absences last year, 23.7 million student learning days were taught by a Kelly Educational Staffing substitute teacher. Our success of filling close to 96% of requests at a 99% satisfaction rating is based on proven best practices, experienced corporate resources and local market experts who will assist Warren County School District in the implementation of a successful substitute teacher staffing program described in detail throughout this proposal.

Based on the specific needs of the Warren County School District, Kelly will implement the following:

- Educational Staffing Team
- Comprehensive set of recruiting tools and strategies using Kelly's Targeted Recruiting Program™
- Thorough screening based upon Warren County School District and Kelly Services' requirements.
- Substitute teacher training and orientation program in partnership with Utah State University – Substitute Teacher Training Institute.
- Kelly's Automated Scheduling System (KASS) which includes 24 hour web access for requesting and scheduling substitute teachers
- Administrators/principals 24 hour web access to full time teacher absentee reporting
- Comprehensive quality management program including substitute teacher performance feedback

Proposed Pricing

Kelly Services, Inc. is proposing a 38% (1.38) markup on Warren County School District current substitute teacher daily pay rates.

The proposed markup includes the following:

- On-going targeted recruiting program
- Dedicated manager
- Specialized hiring, screening, and assessment process
- Behavioral interviewing
- Previous employer reference checking
- Education verification
- Facilitation of FBI Fingerprinting
- Criminal background investigation
- National Sex Offenders Registry check
- Employer State and Federal Taxes
- Unemployment
- Workers' Compensation
- General liability coverage
- Benefit / Retention package
- Orientation brochures
- Substitute Teacher Handbook
- Kelly Automated Scheduling System (KASS)
- Employee quality assurance management process
- Usage reporting by school location
- Account reviews each semester
- Complete service delivery model

Kelly reserves the right to adjust the pricing provided to take into account increases in wage and/or related tax, benefit and other mandated costs required to be made by Kelly during the term of any contract negotiated as a result of this proposal, as the direct result of any

determination, order or action by or under any applicable federal, state or local government authority, collective bargaining agreement or insurance or benefit program upon written notice to Warren County School District. This adjustment will be calculated as of the effective date of the amended wage, tax, benefit or mandated cost. Any sales or use tax on the services provided during the term of any contract negotiated as a result of this proposal will be included in the invoiced amount and paid to Kelly Services, Inc.

Termination of Contract

Any contract negotiated as a result of this proposal shall include a clause that either party may terminate the agreement for any reason at any time during the term of the agreement or any extension thereof, by providing the other party with not less than thirty (30) days' written notice of such termination.

Return on Investment with Kelly Educational Staffing

Through the implementation of Kelly Educational Staffing in the Warren County School District, you will receive many benefits including the following:

- Positive impact on students' achievement by having trained, qualified substitutes in the classroom
- Removes the administrative burden of managing a substitute teacher workforce
- Dedicated, full time staff and clerical support staff
- Provides an automated, web based scheduling system with no expenditures for software and/or hardware
- Offers administrative reporting to assist in proactively managing full time teacher absenteeism
- Continuous flow of qualified substitute teachers through dedicated recruiting efforts resulting in increased number of filled classrooms

I. General Information

Location of Kelly Services, Inc.

Corporate Offices:	999 W. Big Beaver Rd. Troy, MI, 48084
Local Offices:	111 West Second Street Jamestown, New York 14701

Kelly Services' Overview

Kelly Services, Inc. is a Fortune 500 company headquartered in Troy, MI, offering staffing solutions that include temporary staffing services, staff leasing, outsourcing, vendor on-site and full-time placement. Kelly operates in 30 countries and territories. Kelly Provides employment to more than 750,000 employees annually, with skills including office services, accounting, engineering, information technology, law, science, marketing, light industrial, education, health care and home care.

Our expanded range of skill categories and enhanced line of business solutions significantly strengthens our ability to respond to your needs. Kelly can now tailor staffing capabilities to a wider range of departments and functions within your school district. Our services can help you remain flexible in a changing business environment, let you focus on your core business and save costs in all personnel-related areas.

Education: Kelly Educational Staffing®

Kelly Educational Staffing is a comprehensive substitute teaching staffing solution, which includes:

- Ongoing, targeted recruiting
- Specialized screening and assessment
- Customized orientation
- Efficient scheduling
- Employee recognition

This program and the above processes are designed to successfully provide Educational Staffing for:

- Elementary Schools
- Middle Schools
- High Schools
- Special Education
- General Education

Kelly Educational Staffing has been servicing school districts since 1997 for educational staffing positions such as substitute teachers and paraprofessionals. Currently, we have signed contracts with over 3,000 schools throughout the U.S. and United Kingdom. In the 2005/2006 school year, Kelly Educational Staffing substitute teachers taught over 23.7 million students. The number of school districts using Kelly Educational Staffing continues to grow on an almost daily basis.



Vision, Mission, Shared Values, Quality Policy

Our Vision

To be the world's best staffing services company and to be recognized as the best.

Our Mission

To serve our customers, employees, shareholders and society by providing a broad range of staffing services and products.

To achieve our Mission:

We will develop innovative staffing services, which meet the needs of our customers and contribute to their success.

We will foster an environment that stimulates professional excellence and encourages contribution by all employees.

We will provide our shareholders a fair return on their investment.

We will demonstrate good corporate citizenship through the ethical conduct of our business.

Our Shared Values

Integrity, Honesty and Ethical Behavior

Commitment to Quality and Customer Satisfaction

Dedication to Service and Personal Responsiveness

Professional Excellence and High Performance

Innovation, Creativity and Open-Mindedness

Employee Participation, Contribution and Teamwork

Diversity, Individual Dignity and Mutual Respect

Growth, Profitability and Industry Leadership

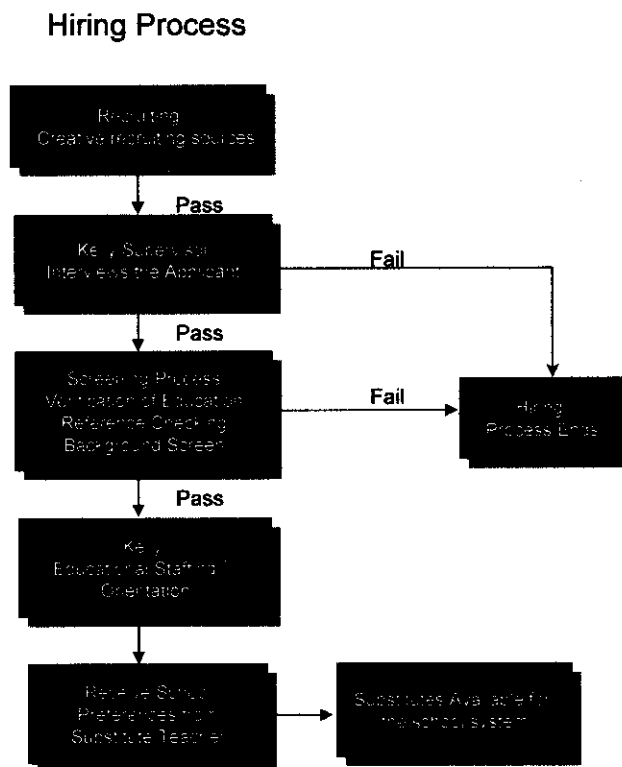
Our Quality Policy

We are committed to quality and to the processes, measurement and continuous improvement that are the foundations of quality management.

Quality is a basic business principle for Kelly Services.

Quality means providing our internal and external customers innovative services and products that meet or exceed their expectations

II. Recruiting, Screening, and Hiring Process



Process for Sourcing and Identifying Qualified Substitute Teachers for Warren County School District

We have developed a comprehensive set of recruiting tools and strategies specifically for Kelly Educational Staffing (KES) using Kelly's Targeted Recruiting Program™ (KTRP™). KTRP is a means of gathering demographic and geographic data, as well as media habits, leisure and lifestyle information of current, successful employees for specific types of positions and skill sets. For KES, we have identified the differences and similarities between high school, middle school, elementary school and special needs substitute teachers. The KTRP data is then used to identify the who, where, what and how of finding other candidates who share the similarities of our best employees for each of these position types, including target audiences, recruiting strategies and tactics. We design our recruiting materials to reach the target audiences via the media they find most appealing using messages and imagery that grabs their attention and speaks to their interests and motivations. This information coupled with Kelly's understanding of Warren County School

District, enables Kelly to execute effective recruiting campaigns to generate qualified candidates.

Hiring Process for Substitute Teachers

Kelly used an outside supplier to conduct a thorough job analysis of the substitute teacher position. Armed with this understanding of the competencies of successful substitute teachers, Kelly's Global Learning Department developed a structured interview guide of behavioral and situational questions that target these competencies. These structured interview guides provide an effective, consistent means of evaluating substitute teacher candidates.

Kelly's administration of the hiring process begins with the Kelly supervisor conducting the behavioral/situational interview. Provided the candidate passes the interview, Kelly screens the applicant (verification of education, reference checks, national sex offender registry check, criminal background check, etc.) Upon satisfactory completion of the screening process, the candidate participates in the Kelly Educational Staffing orientation and training program. The candidate then provides school preferences, if any. Kelly supervisors have detailed work instructions regarding this process to ensure that the service is delivered consistently and effectively, thus maintaining a constant flow of qualified substitute teachers available for your school district.

Kelly will conduct two reference checks on each candidate and will require that each candidate provide proof of education. Kelly, at a minimum, will conduct the Kelly-mandated background check prior to the substitute teacher being assigned to a classroom. In addition, Kelly will mirror the screening requirements of Warren County School District, including the following:

- Bachelors Degree
- Fingerprinting
- Education verification
- National sex offender registry

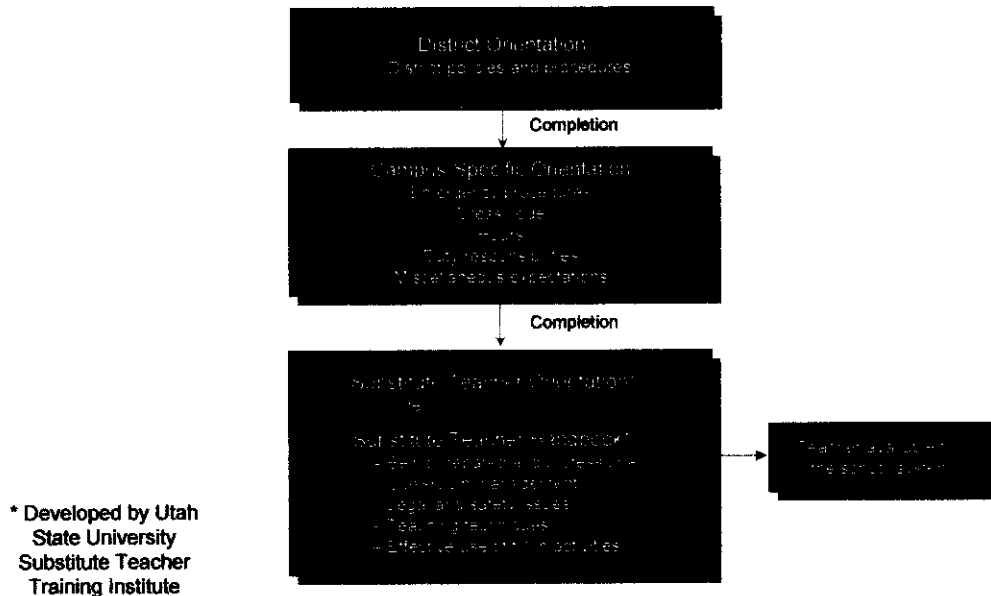
Compliance with Applicable Federal, State, and Local Laws

Kelly will obtain signed copies of all necessary legal forms including Criminal Background Check, Form I-9, and Drug Free/Sexual Harassment Rules Acknowledgement during the administration of the hiring process.

III. Training and Orientation Programs

All Kelly Educational Staffing substitute teachers must complete an orientation and training session prior to entering the classroom. This includes a Kelly Services orientation program, school specific training to meet each school's needs, and substitute teacher orientation.

Orientation Process



Warren County School District Orientation

During the orientation session, each substitute receives Warren County School District specific orientation information including the appropriate district policies and procedures. Written in cooperation with your representatives, the orientation will provide assignment details such as directions to the facility, work hours, dress code, safety rules, absence notification procedures, as well as information that convey your values and ethics policies, business objectives and direction.

School Specific Orientation

In addition to the district specific orientation, we conduct a thorough needs assessment with each school Principal to determine the school specific policies and procedures. The information gathered during the needs assessment is written in a school orientation brochure. The goal of the orientation brochures is to eliminate the amount of time a school administrator has to spend with a new substitute teacher. Copies of the orientation brochure are given to the substitute teachers during orientation and extra copies are available in the

school administrative offices. Information gathered for the orientation brochure includes, but not limited to the following:

- Location, contact name, hours, dress code
- Contents of teacher folder/desk
- Security requirements
- School floor plans
- Disciplinary action procedures
- Classroom rules/procedures
- Medical emergency procedures
- Special duty information
- Quality expectations

Substitute Teacher Orientation and Training

Kelly Services has partnered with Utah State University's (USU) Substitute Teacher Training Institute for our substitute teacher training. Research conducted by the Substitute Teaching Institute has identified the following:

- The number one request by permanent teachers and district personnel is that substitute teachers be prepared and professional
- The number one request by substitute teachers is the skill training to handle classroom/behavior situations
- The number one request by students is that substitutes present stimulating lessons and exciting fill-in activities.
- The number one trait of a successful substitute teacher is the use of a Super Sub Pack or resource kit.

Based on the research above and feedback from school districts, Kelly Services is committed to preparing and training our substitute teachers for the classroom. We partnered with Utah State University in the co-development of our substitute teacher orientation video. The video is used in conjunction with the USU Substitute Teacher Handbook and discusses the following topics:

- How to be prepared and professional for the classroom



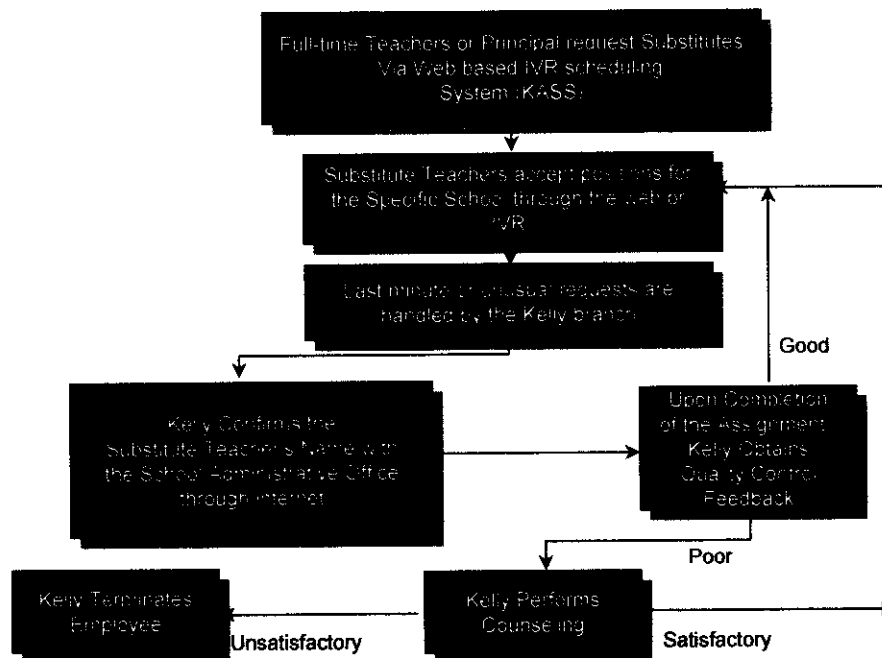
- Classroom management techniques
- Basic teaching strategies
- Appropriate use of fill-in activities
- Legal and health issues

The handbooks are given to the substitute teacher free of charge for the appropriate grade levels (e.g., K-8, 6-12). Each handbook includes proven teaching methods, skills and suggestions on everything from managing the classroom to motivating and rewarding students. Also included are stimulating activities and lessons for the appropriate grade level designed to help the substitute teacher have a positive impact on the quality of education while the full time teacher is away. In addition, at the back of each text is a reference guide for books and other materials that substitute teachers may acquire to complement their existing tools, as well as reading topics, authors and books to be recommended to students.

Additionally, Kelly Services has expanded its substitute teacher training by contracting with The Master Teacher, Inc, the largest trainer of teachers and paraprofessionals in the world, to provide web-based training to Kelly's more than 13,000 substitute teachers and paraprofessionals. The partnership provides classroom management and instructional courses from The MASTER Teachers' Substitute Teacher Learning Network and the Para Educator Learning Network. The 91 web-based courses will enhance the hundreds of courses currently available through Kelly's Learning Center. The Substitute Teacher Learning Network is a revolutionary course delivery system to assist substitute teachers in teaching the intended curriculum when the regular classroom teachers must be absent. The courses train substitute teachers to handle the challenges that come their way to ensure a productive environment for students. The lessons on the Substitute Teacher Learning Network are organized using The MASTER Teachers Results Oriented Teaching Model to maximize the learning of the substitute teachers.

IV. Assigning/Scheduling Process

Kelly Educational Staffing Automated Scheduling Process



Kelly's Automated Scheduling System

Kelly's full-service substitute teaching staffing solution is enhanced with an automated scheduling system. Kelly's automated scheduling system (KASS) is a user-friendly, Internet and phone-based (IVR) system.

- Substitute teachers can search for assignments 24 hours a day. They can only view positions for which they are qualified.
- Requests are filled in advance for better long-term planning and more coverage of classrooms.
- Substitute teachers can view and accept multiple absences from the same teacher to provide more consistency in classroom coverage.

Order Placement

- Teachers and/or Principals utilize the web or the telephone Interactive Voice Response System (IVR) to record absences 24 hours a day, 7 days a week.

- Teachers and/or Principals can dictate which skills are requested for the position and the automated system matches the opening with the most qualified substitute teacher available.
- Schools can build a preferred substitute teacher list, and the system will work to honor that request (based on the substitute teacher availability).
- Teachers can leave a customized note or attach electronic copies of lesson plans for the substitute teacher on the web.
- Teachers can view past and future absences on-line via a personal calendar/schedule.

Same-Day Requests

For same-day requests, teachers and substitute teachers will not have access to the automated scheduling system one hour prior to school starting. The teacher will be instructed via the web or IVR system to call the Kelly branch to place their request. Kelly will manually call those available substitute teachers and report the status of all open positions to the school principal prior to school starting.

Administrators' Absentee Reporting Capabilities

Kelly's automated scheduling system (KASS) provides administrators real time data reports to assist in tracking teacher activity. During the implementation process, Kelly will work with Warren County School District administrators to determine reporting needs and requirements, including report formats, specific data needs, and reporting time frame.

Kelly's online absence management reporting system through KASS is designed to be flexible in order to meet your information requirements. Through the KASS Administrator's web site, a variety of tools and reports are available 24 hours a day, seven days a week to school administrators. The on-line reporting gives administrators the tools to proactively manage employee absenteeism. The available on-line reports include the following:

- **Daily Report** – Allows administrators to view specific details of your employees' absences as well as a specific date's absence information. For example, which school employees are scheduled to be absent tomorrow, when they logged the absences and the names of the substitute teachers replacing the employees.
- **Day of the Week Analysis** – Allows you to see the daily and weekly totals for entitlement types (reasons for absence) for a specific week or day of week. For example, monitor the number of employees that were absent due to professional development on a specific date.
- **Absence History Report** – View weekly and monthly absence statistics. For example, monitor Friday absenteeism one month at a time.

- **Absentee Report** – View absence history for your employees, monitor a specific employee's absence history and monitor total number of absences by employee or school. For example, see how often and why a specific employee was absent.
- **Absentee Interactive Report** – Interactive report which is customized according to your selections. The report can be downloaded to an Excel file format.

Process To Ensure That Specific Substitute Teachers Are Not Assigned To Schools Who Have Requested Those Substitute Teachers Not Return

During our quality control process, Kelly will request specific feedback on the performance of every substitute teacher. At any time, a school can request that a substitute teacher not be allowed to return to that particular school. When we document on a substitute teacher's record that he or she is not allowed to return to a specific school, we will no longer contact that person for positions at that school, and the substitute teacher will be blocked from viewing and/or hearing assignments for that particular school on the automated scheduling system.

V. Quality Control Process

Kelly Services' Quality Policy

Quality improvement is the job of every Kelly Services employee. Kelly Services is committed to quality and to the processes, measurement and continuous improvement, which are the foundations of quality management. Quality is a basic business principle for Kelly Services. This means providing our internal and external customers with innovative services and programs that meet or exceed their expectations.

How does quality apply to the service we offer our customers?

Kelly's quality efforts are simply a natural extension of what we value as a company. For over 50 years, quality has been integral to our heritage and strategy. In fact, Kelly people established the industry standards for quality by exemplifying our values of professional excellence, diversity, and high performance.

The Kelly Quality Management System (KQMS) supports our overall plan to develop and maintain an environment of customer focus, quality excellence, and continuous improvement at Kelly Services. It focuses on our business needs and accommodates a combination of customer quality criteria, ISO, QS-9000, and Malcolm Baldrige requirements. Kelly's quality efforts are focused on satisfying our customers by meeting and exceeding their needs now and in the future.

Quality Control System That Is In Place To Track The Performance Of The Substitute Teachers

Warren County School District satisfaction is the ultimate goal of Kelly's hiring, ordering, and assigning processes. By carefully monitoring our substitute teachers progress and success in your district, we are able to gather information that not only ensures your satisfaction with individual employees but also helps us better understand your district's particular needs and preferences so we can continue to improve our service to you.

We proactively track the success of each employee's assignment and have safeguards to ensure quality performance. If our substitute teacher is not meeting your expectations, we will take steps to remedy the situation immediately. We will counsel the substitute teacher, replace the substitute teacher or simply remove the substitute teacher from the school. The Principal may also remove a Kelly substitute teacher from their school at anytime.

Upon completion of each assignment, we will request performance information via email or phone call (based on preferences of the school administrator). The substitute's performance ratings are recorded, tracked, analyzed and reviewed periodically with the substitute. Any substitute whose performance ratings are unacceptable is counseled by a Kelly supervisor and informed that continued employment with Kelly is contingent upon his/her ability to meet the performance expectations of both Kelly and its customers. In some cases, additional training may be provided to help the substitute achieve desired performance standards.

The final piece of our quality program involves the periodic written survey of school principals to obtain their feedback on their level of satisfaction with:

- Kelly's ability to supply enough substitute teachers to meet their needs
- Kelly's ability to fulfill their requests in a timely manner
- Kelly's responsiveness to their issues and concerns
- Kelly's ability to resolve problems to their satisfaction
- Their overall level of satisfaction with the services provided by Kelly
- The substitute teachers ability to work efficiently and their willingness to get the job done
- Their overall level of satisfaction with the quality of the substitute teachers assigned by Kelly

All of the information, which we obtain through these various surveys, is recorded, tracked, and reported back to you via the account reviews that we perform each semester.

Substitute teachers will also be required to complete a report for the full-time teacher giving them details on what was covered in the classroom and any challenges that were experienced. The report will also give praise to those students who were helpful and cooperative.

Handling Of Performance And Employee Relations Issues With Our Substitute Teachers

Kelly, as the employer, will handle all employee relation issues with our substitute teachers. However, if a critical situation arises in the classroom, the principal has full authority to remove the substitute teacher from the school. Kelly will then investigate the situation and take the appropriate action with the substitute teacher.

Additionally, Kelly Services guarantees that the Kelly employee assigned to you shall satisfactorily perform the services ordered by you, the customer. Upon reasonable notice, Kelly will replace the employee or cancel all charges for unsatisfactory service.

VI. Retention Programs

Substitute Teacher Benefits

As more workers are choosing temporary or contract employment as a full-time, long-term career, benefits are becoming an increasingly important consideration in attracting and retaining qualified candidates. Kelly offers our employees a wide variety of benefits, including the following:

Benefits
Weekly Pay and Direct Deposit Employees are paid weekly and may choose to have their payroll checks deposited directly into their checking account.
Optional Health Insurance Employees are provided the opportunity to purchase an individual or family health care plan ranging from a major medical plan to a PPO. The cafeteria plan allows the employee to choose the coverage that best suits their needs. For example, group medical, prescription drug, vision, dental, life insurance, and/or short-term disability benefit plans are all available options.
Free Skill Enhancement Training Employees are encouraged to take advantage of Kelly's training programs to improve their skills and maximize their assignment opportunities. All substitute teachers assigned to Warren County School District will be oriented to a district specific training program and provided a training allowance.
401(k) Savings Plan A 401(k) savings plan is offered with immediate eligibility and automatic payroll deduction.
Vacation/Holiday Bonus Program Kelly substitute teachers can earn a vacation/holiday bonus at the end of the school year based on number of days worked during the school year. Qualifying substitute teachers can earn from \$125 - \$500 paid during the month of July.
"Other Work Opportunities" Employees have the opportunity to work other assignments during breaks and when school is not in session. This provides continuous income when substitute teachers and ancillary temporary employees are typically out of work.

Retention Programs For Substitute Teachers

Our substitute teacher retention plan begins with the quality planning process. Our mission is to be the Employer of Choice within the very competitive environment of the staffing

industry. In order to accomplish this mission, we must focus on delivering “service features” that meet the needs of our substitute teachers.

The integrated quality planning process provides the foundation to retain our substitute teachers. In addition, there are many tactical approaches that every field organization embraces to meet established quarterly and annual goals.

MyKelly.com

This employee only portal offers Kelly substitute teachers access to career planning tools, employee discounts and the Kelly Learning Center where a variety of training courses are offered at minimal or no cost to the employee. Kelly has contracted with The MASTER Teacher®, the largest trainer of teachers and paraprofessionals in the world, to provide web-based training to Kelly’s more than 13,000 substitute teachers and paraprofessionals. Included on MyKelly.com are classroom management and instructional courses from The MASTER Teachers’ Substitute Teacher Learning Network and the Para Educator Learning Network. The ninety-one web-based courses enhance the hundreds of courses currently available through Kelly’s Learning Center.

Consistent Work

We believe that people do not apply at Kelly Services for an interview but for a job that meets their expectations. With this in mind, every week, branch staff monitors communication activity with both active and inactive substitute teachers. We make every effort to redeploy our employees after an assignment ends. This ensures they have consistent work and a variety of opportunities.

Employee Satisfaction Surveys

Employee satisfaction surveys are administered periodically to our substitute teachers. In most cases, they are conducted through telephone conversations and are aimed at quality control and continuous process improvement.

Employee Recognition

The KUDOS+ Program encourages substitute teachers to work toward bonuses by earning points based on performance criteria. Employees chart their point accrual and when they reach the required number of points, they notify our office. Once points are verified, the employee may select an item of their choosing from an extensive list of major national retailers. After a bonus is awarded, the employee begins accruing points toward their next bonus.

Substitute Teacher of the Semester Program

Each semester, Kelly's corporate Public Relations department accepts nominations from our customers to recognize a substitute teacher. The nominations are reviewed and a substitute teacher is selected for each state. The substitute teacher receives a monetary reward, certificate and local recognition with TV and /or newspaper. Kelly Educational Staffing understands the importance of recognizing those individuals who consistently provide quality teaching to students.

Kelly Cares

The Kelly Cares greeting card program provides branches with an easy and inexpensive, yet thoughtful way to keep in touch with employees and mark important milestones in their lives. Card topics include: Birthday, Anniversary, Congratulations, We've Been Hearing Great Things About You, and Get Well. Unlike some cards that contain pre-printed messages, Kelly Cares cards are blank inside, allowing for handwritten messages to convey a personal touch.

VII. Implementation

Formal Process for Determining Individual Needs of the Warren County School District

Kelly has established a thorough, consistent needs assessment that is conducted with every school district prior to presenting the Kelly solution. The Kelly Educational Staffing needs assessment covers certification requirements, daily substitute teacher needs, pay rates, current hiring requirements, current ordering process, training needs, etc. Desired outputs of the needs assessment are:

- Gaining an understanding of each school's operation and staffing needs (thus, Kelly develops a school profile and catalog of job profiles)
- Learning how each school measures their operation's performance - both as a whole and by each individual employee.
- Identifying attributes of the current substitute procurement system that work well and those that the district has identified as needing improvement.

Subject categories that are covered with the school administrative offices during the Kelly Educational Staffing Needs Assessment include, but are not limited to:

- Daily substitute needs and usage (e.g., peak periods, seasonal projections)
- Ordering process
- Security requirements
- Quality expectations
- Orientation/training requirements
- Current system operation: fill rate, turnover, quality
- Performance measures that are in place to measure the school's overall operation and the individuals within that operation
- Invoicing/Usage reporting requirements
- Approved coding of teacher absences
- Benefits of the current system/areas for improvement

Each school within the Warren County School District may have distinct policies, procedures, and school hours. The principal's needs assessment is conducted to obtain school-specific information that will be passed on to those substitute teachers interested in working at the specific school. Subject categories that are covered with the school

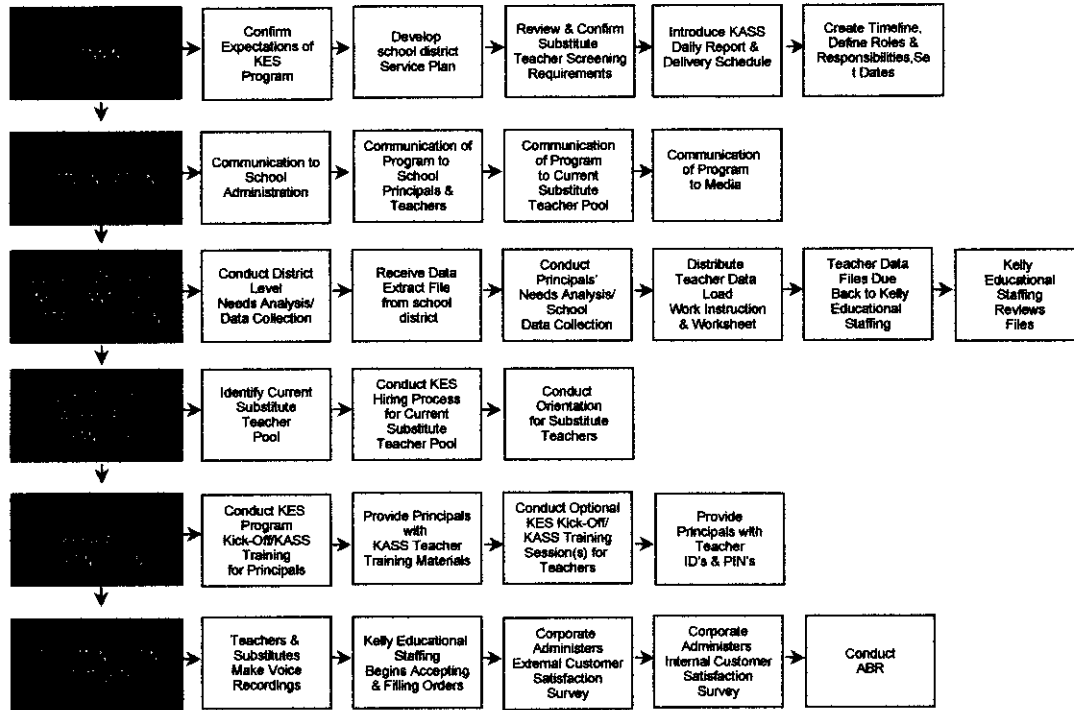
principals during the Kelly Educational Staffing needs assessment include, but are not limited to:

- Location, contact name, hours, dress code
- Contents of teacher folder/desk
- Security requirements
- School floor plans
- Disciplinary action procedures
- Classroom rules/procedures
- Medical emergency procedures
- Special duty information
- Quality expectations

Process Followed to Develop Specific Service Delivery Models for the Warren County School District

Communication with the Warren County School District and an analysis of the completed Kelly Educational Staffing needs assessment allows Kelly to determine the optimum service delivery model that works best for your schools. Kelly Educational Staffing's service delivery models are time-tested "best practice" processes for delivering an effective substitute teacher staffing solution. The specific service delivery process for Warren County School District would be determined during the implementation phase of the contract. A sample implementation flow chart is included on the next page.

Kelly Educational Staffing Implementation Process



Steps We Will Take To Ensure All of Warren County School District Needs Are Met

To ensure our program is meeting your expectations, key performance measures will be established. Initially, Kelly's implementation team would conduct an analysis to determine current performance levels that would "set the mark" and provide a means for us to evaluate the impact of our program and establish a mechanism to improve performance.

A Partnership Review provides a face-to-face forum for reviewing mutual expectations and performance, resolving problems, exchanging information, identifying improvement opportunities, and exploring new facets of the business relationship. The partnership review will be conducted at the end of each school semester and can include appropriate representatives identified by your district and Kelly Services, up to and including senior and executive management levels.

The Partnership Review may include some of the following elements:

- ♦ Overview
- ♦ Goals and Objectives
- ♦ Service Analysis Summary

- ♦ Order Activity (Filled, Unfilled and Canceled)
- ♦ Trend Analysis by Skill Classification
- ♦ Total Units and Dollars Expenditures
- ♦ Breakdown of Expenditures by Location/Department
- ♦ Cost Savings Analysis
- ♦ Value Added Services
- ♦ General Discussion and Future Vision

A final determination of the Partnership Review elements will be mutually determined between you and Kelly Services.

What will happen to the current pool of substitute teachers?

Kelly will provide the school district administrative office with a customizable letter to be sent on school letterhead to all current Warren County School District substitute teachers to inform them of the new program. Shortly after, Kelly will send out a letter of introduction to the substitute teachers, inviting them to make an appointment with Kelly. At that time, each substitute teacher will go through the Kelly hiring process and benefit from Kelly's orientation and training program. School and schedule preferences will be taken at this time as well.