

SCOPE OF WORK
TELEHEALTH VAN, LLC
(Exhibit A)

Scope

Objective: City of Hawthorne's goal of providing healthcare support to the housed and unhoused residents in the City with the mobile telehealth vans.

Essential Scope of Work: TeleHealth Van, LLC (Provider) shall provide two telehealth vans, two days per week or the total of four telehealth vans each week. The below list of services are the essential work to be performed and are not exhaustive of all services to be offered to the residents by the Provider:

- Telemedicine Consultation
 1. Virtual Health Professional Consultation/Evaluation
 2. Mental Health Counseling with a Licensed Professional
- Basic Health Screenings
 1. Blood Pressure, Blood Sugar Level, Pulse Oximeter Checks
 2. Temperature Checks
 3. Assessment of Symptoms
- Health Education & Outreach
 1. Distribute Educational Materials Re. Healthy Living, Nutrition, Preventive Care
 2. Provide Information on Local Programs & Benefits such as Food Banks and Assisted Housing.
- Case Management & Navigation Support
 1. Assist and Counsel in Navigation of Health Insurance and Public Benefit Programs.
 2. Referrals to Primary Care, Behavioral Health, Other Essential Medical, Mental and Social Services.

Reports

Quarterly reports are to be provided to the City Manager on the first day of the month, every three months with the first report submitted on or before October 1, 2025. The reports are to contain the following:

- Service Metrics & Utilization
 1. Total Number of Residents Served
 2. Total Number of Unique Individuals Reached
 3. Types of Services Provided, e.g., General Health, Mental Health, Medial Screenings, Vaccinations.
 4. Numbers of Follow-Up Appointments and/or Referrals Made.
- Demographics
 1. Age and Gender Breakdown

2. Neighborhood Data (to identify which communities are benefitting from the service)
 3. Special Population Served (Seniors, Unhoused, Youth/Minors)
- Outreach & Engagements
 1. Summary of Outreach Activities, e.g., Community Events, Collaboration with Local Agencies, Partnerships with Shelters or Clinics
 2. Success Stories and/or Testimonials

Price

The compensation to Provider shall be Seven Hundred Sixty Eight Dollars (\$768) for each van per day. For two telehealth vans, two days per week, the City shall pay Provider Three Thousand Seventy Two Dollars (\$768x4 or \$3,072) per week. Unless amended and agreed by both the City and Provider, the payments for Provider's services shall not exceed One Hundred Thousand Dollars (\$100,000) for the full term of the one year agreement.