



**Webb County
Webb County Jail Mental Health Care
Services – 3 Year Service Agreement
Request for Qualifications (RFQ)
RFQ 2025-001**



Contact Person:
Bimohit Bawa - CEO and Co-Founder
(415) 370-6558 / rfp_incoming@truecare24.com
8270 Woodland Center Blvd, PMB 548, Tampa, FL 33614-2401

Letter of Interest

October 26, 2024,
To,
The Procurement Officer,

Re: Webb County Jail Mental Health Care Services

We at TrueCare24 understand that it's never easy battling with mental health issues alone. Our company cares about your patients as much as you do and that's why we would like to offer our mental and behavioral health services to Webb County Jail in support of your mission to protect, preserve, and promote the health and well-being of your patients to get the mental health care and support they may need.

For years, our organization has provided on-site skilled medical professionals to manage in-home health care needs, community based services, building a nationwide platform of care providers that are fully vetted, insured, and certified. Our service helps to improve your detainees' morale and outlook through behavioral therapy, education, and counseling. We help organizations improve people's health and wellness through a variety of on-site and virtual care services.

TrueCare24 is a holistic healthcare services provider company. We work to fix gaps in the American Healthcare system and provide care/assistance to those who need it most. TrueCare24 offers programs and services to individuals, children, youth, and families in all areas of health. TrueCare24 is the perfect match for this RFQ because we have successfully completed many projects of similar nature in the past, the most recent and notable being that of **Botetourt County Jail**, where we provided the services of a Psychologist to provide MH and BH assessments to the residents of the County Jail.

Our team of licensed counselors works to provide support, expertise, and individualized care to our clients of all ages and their families. This is why we were chosen by **Gwinnett County Public Schools, Pasco County Schools, Larned State Hospital, and Oregon Department of Human Services** as one of their healthcare service providers last year. We also have worked on various federal and state contracts such as one with the **US Navy**.

We believe no one should be alone in coping with health issues. We've helped many others work through everyday struggles to live their lives in a more healthy, healing way. Let us do the same for you. You can view some of [our testimonials here](#), and a letter issued by the [Governor of Colorado, Jared Polis](#).

We would be delighted to discuss how we can best custom tailor our proven protocols to best support the program on its mission to increase the morale of the patients of the Webb County Jail and help them become more satisfied with their lives.

Our company is headquartered at 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614, and delivers care across all 50 states. I can be reached at +1 (415) 370-6558 or rfp_incoming@truecare24.com

Declarations:

- We confirm that this SOQ is valid for the next 90 (ninety) days from the date of submission deadline.
- We confirm that during the prior five (5) years, we have not been involved in litigation or arbitration of any kind relating to services similar to those requested by this RFP.
- We confirm that we have had no service agreement terminated for convenience or default in the prior five (5) years.
- We confirm that none of TrueCare's owners, and/or any principal or manager involved in, or anyone we are aware of, has any pending litigation regarding professional misconduct or bad faith.
- We confirm that none of our owners, and/or any principals or managers are involved in or none that we are aware of, has any pending disciplinary action and/or investigation conducted by any local, state, or federal agency.
- We confirm that we have no outstanding claim, or a financial dispute against the Webb County Jail .

Sincerely,



Bimohit Bawa
Co-Founder and CEO
TrueCare24, Inc.

Executive Summary

TrueCare24 started with a simple idea: our loved ones should be able to get high-quality care regardless of their income and status. Additionally, it means reliable, professional support in provider selection, recruitment, and placement. We wanted to make this solution accessible and easy to use for everyone, to make life a little easier in tough situations. We work to fix gaps in the American Healthcare system and provide care/assistance to those who need it most.

We started as a startup, backed by one of the largest and most respected venture capital funds, 500 Startups. TrueCare24, Inc. (TC24) is now a nationwide health tech, medical staffing, and services organization that dedicates its considerable resources to schools, municipalities, and private entities with their healthcare needs and this assignment for Webb County is a logical extension of the efforts we have made to date.

TrueCare24 also offers programs and services to individuals, adults, children, youth, and families in the areas of mental health. Our team of licensed counselors works to provide support, expertise, and individualized care to our clients of all ages and their families. While having San Francisco Bay Area roots, we are a nationwide business that offers service in all 50 states. Our case managers help local companies and families in towns around the country locate cost-effective, credentialed medical staff (RN, NP, PA, LPN, LCSW, MSW, Psychologist, CNA, EMT, MA, Caregivers, etc.) based on their requirements. Each business client or family is assigned a knowledgeable, empathetic case manager who can discuss appropriate care options best suited to each client's needs, schedule, and budget.

TrueCare24 is one of the respected partners of:

- **Colorado Department of Public Health and Environment** - We were selected by the State of Colorado to run end-to-end covid testing and vaccination clinics across the state.
- **Nebraska Department of Health and Human Services** - We were selected by the Nebraska Department of Health and Human Services to provide mental health services for its communities
- **Maryland Department of Health & Mental Hygiene** - Selected contractor by the State of Maryland to operate the GoVAX COVID-19 mobile vaccination program to be deployed across the State.
- **State of Kansas - Department of Administration** - Selected to provide Registered Nurses (RN), Licensed Practical Nurses (LPN), Certified Nurse Aides (CNA), Certified Medication Aids (CMA), and Nurse Practitioners (NP) to state agencies, schools, and state hospitals.

TrueCare24 assisted several states with both major site deployments and more routine, localized events.

We were chosen by the Department of State Hospitals, California, Pasco County Schools, Larned State Hospital, and Oregon Department of Human Services as one of their healthcare service providers last year. We also have worked on various federal and state contracts such as one with the US Navy.

Our Mission

Every minute is precious. We want your detainees to be healthy and live a more fulfilling life. With a focus on providing more control to individuals to improve their lives, we believe that healthcare should be personalized and preventative to support the lifestyles the detainees dream of creating for themselves. We help your detainees move towards a healthier life so that their time is spent doing things they love. Our services can be provided both **in-person** at all Webb County Jail locations needed, at a predefined schedule in business hours, and/or **online** through our Wellness Dashboard.

Our commitment to making mental health services accessible to every citizen is reinforced by our **24*7/365 availability** and quick accessibility through our online services.

Bidder Information	Vendor Detail
Company Name	TrueCare24, Inc.
Company Address	8270 Woodland Center Blvd., PMB 548 Tampa, FL 33614
Primary Point of Contact (POC):	Bimohit Bawa, CEO and Co-Founder
Contact Information	Contact No: +1 (415) 370-4558 Email: rfp_incoming@truecare24.com
Company Website	www.TrueCare24.com
DUNS:	079876026
FEIN #:	47-4317093
CAGE Code	8PSQ6
Medical Director	Dr. Sajad Zalzal M.D., NPI: 1639311509. Licensed in all 50 states.

Services We Offer

We provide a wide range of mental health services, both in-person and online, including Mental Health Services, psychological assessments, psychological testing, direct therapy, social and emotional well-being, acute psychiatric services, intellectual and occupational well-being, executive coaching, physical well-being, individualized treatment plan, educational evaluation, consultation, training, supervision, family/group counseling & psychotherapy, targeted case management, behavioral and mental health analysis, substance abuse treatment intervention, special needs support, adjustment to responsibilities, psychiatric evaluation & treatment, and other personal problems. Our in-house team of IT specialists has developed a Mental Health AI Chatbot that allows users to get answers to their questions relating to behavioral and mental health. This tool is designed to help caregivers, nurses, or mental health professionals find responses to their queries quickly, without having to wait hours.

Mental Health AI Chatbot Specifications:

- Designed to enable engaging and empathetic natural language conversations
- Capable of addressing a wide range of mental health topics and concerns
- Ensures privacy and confidentiality in handling sensitive information
- Includes a user-friendly interface for seamless interaction
- Provides information on the mental health topics, and resources
- Regularly updated to align with evolving mental health research and best practices
- Adheres to ethical guidelines and promotes a supportive and non-judgmental outlook

We also have a BH assessment tool to promote awareness regarding the need for intervention in aid of a person's mental and behavioral health.

BH Assessment Tool Features:

- Our Behavioral Assessment Tool is designed to help individuals/ caregivers evaluate mental and emotional symptoms.
- It includes an easy yes-no series of questions covering various aspects of mental health, such as stress levels, mood, and agility.
- Users can reflect on their responses to gain insights into their mental health status and also identify areas that may need attention.
- Aims to promote self-awareness and can serve as a valuable resource for individuals to understand when there might be a need for the intervention of a medical professional.

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Mental health care services experience

TrueCare has been providing healthcare services for the past 8 years and has created a good name for ourselves in this field. We provide nurses and mental/behavioral health staff to hospitals, assisted living facilities, and other governmental and non-governmental agencies for all their requirements.

TrueCare24 strives to hire, retain, promote, and pay highly qualified staff while providing an infrastructure that is effective and well-capitalized. From the applicant tracking system through time and expense input, technology is used to give employees and consultants the greatest user experience possible. Programs have been designed to make it possible for Epic resources to refresh their National Vocational Trainings and obtain certification.

Using digital media, technology, and our solid brand reputation in the marketplace, TrueCare24 continuously hires the top personnel in the industry using a tested approach and process. To reduce turnover and boost retention rates, employees are provided with premium benefits packages in addition to a robust and innovative Loyalty & Rewards program.

Our team can satisfy the needs of our clients because of TrueCare24's quick response time and constantly growing candidate database. It's difficult to match the breadth of experience that our talented staff has in healthcare, IT consulting, and recruitment. We can streamline the orientation and onboarding process while still being flexible to our client's changing demands because our recruitment team has honed their skills in recruiting for staffing Support.

What makes our Team different:

- **Relationships.** We work as a team that is committed to its members, its client partners, and its interactions with everyone it encounters. It involves treating people fairly in every interaction to achieve the best outcome for all parties.
- **Execution is led by leadership.** When it comes to ensuring that the implementations of our consultants and client partners are successful, our leadership adopts a hands-on strategy. To guarantee that our projects and team members are operating at their peak potential, our senior management participates in onsite client visits.
- **Satisfaction Promised.** Making sure that our client partners are not only satisfied but also believe that we exceeded their expectations is one of our top goals.

We also have our in-house telehealth platform- Wellness Dashboard-, which is HIPAA-compliant, and allows you and all clients to see the pool of providers who are available for the sessions. Online sessions conducted through video conferencing allow our providers to conduct seamless counseling sessions, and provide suitable interventions and screenings for every individual. Video conferencing allows us to conduct both individual and group sessions easily.

Each client gets his or her profile made on the Dashboard, through which they will be able to view upcoming sessions, the number of sessions completed (and sort them by date), and book future sessions with their counselor.

Our telehealth platform is also able to collect data and provide reports to the concerned stakeholders during certain intervals. This reporting allows the stakeholders to identify areas of need, create better policies, and bring in place changes for the betterment of one's mental health and well-being.

We believe that families and the people around you serve an important part of a person's healthy development. This is why all our programs include families and staff in the treatment process. Our counselors work with the families and staff and educate them on mental health issues and how they can create a better environment for the client.

TrueCare24 is one of the respected partners of:

- **Colorado Department of Public Health and Environment** - We were selected by the State of Colorado to run end-to-end covid testing and vaccination clinics across the state.
- **Nebraska Department of Health and Human Services** - We were selected by the Nebraska Department of Health and Human Services to provide mental health services for its communities
- **Maryland Department of Health & Mental Hygiene** – Selected contractor by the State of Maryland to operate the GoVAX COVID-19 mobile vaccination program to be deployed across the State.
- **State of Kansas - Department of Administration** - Selected to provide Registered Nurses (RN), Licensed Practical Nurses (LPN), Certified Nurse Aides (CNA), Certified Medication Aids (CMA), and Nurse Practitioners (NP) to state agencies, schools, and state hospitals.
- **Department of State Hospitals, California** - Selected to provide Licenced Full-time psychologists to all 5 DSH hospitals in California, namely - Coalinga, Atascadero, San Francisco, Patton and Napa.

Capacity and Capabilities

We have established ourselves as one of the most dependable staffing suppliers in the country. More than 3,500 medical specialists have been effectively assigned to responsibilities by healthcare institutions, and local, county, or state governments. We've been a key healthcare staffing partner for the Colorado Department of Health and Environment's COVID-19 emergency deployments and testing sites. Truecare24 was chosen to administer Denver-Boulder's Ball Arena facility, which is classified as FEMA Class 1.

With our experience in emergency response, we can fill a wide range of positions within 24-48 hours of receiving a request. We currently have a huge and comprehensive database of qualified healthcare providers thanks to our extensive nationwide recruitment network.

Additional capabilities include:

- We collaborate with hospitals and healthcare organizations to let them focus on caring for their patients while we hire the best professionals to cover staffing gaps. Whether you

require hourly workers for events or have 4, 13, or even 26 weeks of healthcare staffing gaps, our nurses are ready to step in and replace critical gaps in your staff.

- We have a network of over 150,000 medical and non-medical professionals who may be reassigned from day-to-day operations to emergency staffing requirements. This enables us to collaborate with our partners to assist them handle staffing shortages while providing the care their patients deserve.
- Our network database of medical providers will also enable us to grow operations within 24 hours after a job order. Our ongoing recruitment efforts and market research during non-emergent times also enable us to navigate workforce shortages.

Our qualifications and team structure enable us to complete the objectives and services outlined in the scope of work. We have extensive expertise in delivering comprehensive staffing services and executing mental health programs to universities and corporations, as well as government and non-profit organizations throughout the United States.

We will follow all local, state, and federal standards governing employment and healthcare. We take pleasure in recruiting only the best for your medical staffing needs. We offer a comprehensive range of follow-up and quality control techniques to ensure that the client's objectives are satisfied.

Project Approach and Program Management

TrueCare24, Inc. is pleased to present our proposal for Employee Assistance Program (EAP) services, designed to meet the needs and expectations outlined in the RFP. Our commitment is to provide the highest professional standards, non-discrimination, and comprehensive service.

What differentiates us is the special attention and care we share with you to look up to your community members. We offer professionals expert in practices based on behavioral neuroscience, a field that comprises the study of the biological basis of behavior through investigating the nervous system, how it works, and its alterations. Besides this, we take advantage of the systemic and cognitive neurosciences to construct a holistic and unique approach to our clients' needs.

Quality Care and Safety: TrueCare24's approach is client-centric and we accept patients on referrals. We assure the delivery of care that aligns with accepted professional standards within the community. Quality of care, safety, and efficiency are paramount in our service delivery, ensuring that employees and their families receive the support they need when it matters most.

Non-Discrimination: TrueCare24, Inc. does not discriminate against any patient based on age, race, color, creed, religion, sex, sexual preference, national origin, health or handicap status, income level, or affiliation with a Health Benefit Plan. Our commitment is to provide mental and behavioral health services to all patients referred by the Employer in an equitable and unbiased manner. We uphold consistent standards and availability, aligning with existing medical, ethical, and legal requirements to ensure that every patient receives the care they deserve.

Service Offerings: TrueCare24 accepts the comprehensive range of BH and MH services, designed to support every individual. Our plans are customized based on the individual's needs.

We provide a safe space for the clients to express themselves freely, where language or cultural background poses no challenge. Our staff speak 16+ languages and we ensure every client gets a translator or a multilingual counselor.

Other information:

- a. **Name and address of business entity submitting the proposal:** TrueCare24, Inc
- b. **Type of business entity (i.e., corporation, partnership):** Corporation
- c. **Place of incorporation, if applicable:** Florida
- d. **Name and location of major offices and other facilities that relate to the Offeror's performance under the terms of this RFQ:** 2000 E LAMAR BLVD, STE 600, ARLINGTON, TX 76006-7361; and 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614.
- e. **Name, address, business and fax number of the Offeror's principal contact person regarding all contractual matters relating to this RFQ:** Bimohit Bawa, CEO and Co-Founder, Address: 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614. Telephone: (415) 370-6558; email: rfp_incoming@truecare24.com
- f. **Full name and business address for each member, partner, and employee of the Offeror (and any sub-offerors) who will perform services on this project:** Bimohit Bawa, CEO and Co-Founder, Address: 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614.
- g. **A statement regarding the financial stability of the Offeror, including the ability of the Offeror to perform the functions required by this RFQ and to provide those services represented by the Offeror in its response:** TrueCare24 hereby confirms that we are financially stable to perform all the services and responsibilities described in this RFQ and to see the project to its completion.

Personnel Qualifications

At this point we have not selected a Physician. We will be able to provide a physician resume and other documentation at a later date.

References

Currently, we are working with multiple organizations to meet their healthcare needs. **We have a Statewide contract in Kansas, Colorado and Nebraska.** In addition to that, we have signed federal contracts with the **US Navy**. Very recently, we also won a contract from **Pasco County Schools**.

We have been building an extensive experience in providing Mental and Behavioral Health services for several states. We are happy to share a [detailed testimonial](#) from **Independence Local Schools** and another [video testimonial](#) that we received from The **Villas at Sunny Acres**, a facility for which we have provided services to.

Reference 1

Company Name: Independence Local Schools	Contact Person: Tom Dreiling
Address: 7733 Stone Rd	Telephone Number: 216-642-5852 - Office
City, State, Zip: Cleveland, Ohio 44131-4813, US	E-mail Address: tdreiling@independence.k12.oh.us
Services Provided: Attrition At-Risk platform for all students to increase student retention, mental health and wellbeing and increased academic performance of school students	Feedback: Very happy with TrueCare24 program

Reference 2

Company Name: Down Home Blessed	Contact Person: Thomas Hofler
Address: 27521 Calvert Rd,	Telephone Number: 281-351-0124
City, State, Zip: Tomball, TX, USA 77377	E-mail Address: downhomeblessed@outlook.com
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: Very happy with TrueCare24 program

Reference 3

Company Name: Six Palms Assisted Living	Contact Person: Christy Maldonado
Address: 5409 Croix RdManvel,	Telephone Number: 281-692-9226

City, State, Zip: TX 77578, USA	E-mail Address: christyarice@yahoo.com
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: Satisfied with TrueCare24 program

Reference 4

Company Name: Brookdale Senior Living	Contact Person: Cody Ikeda
Address: 2525 Hinkle Dr,	Telephone Number: 817-205-3712
City, State, Zip: Denton, TX, USA 76201	E-mail Address: ciked@brookdale.com
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: Satisfied with TrueCare24 program

Additional References

The Rehabilitation Center at Sandalwood

Abril Lundin <alundin@colavria.com>

Wed, Jun 28, 2023 at 8:43 PM

To: Aaron Alford <aalford@truecare24.com>

Cc: Bimohit Bawa <bimohit@truecare24.com>, Rimi Sharma <rsharma@truecare24.com>

Good morning,

I would most definitely be willing to provide a referral.

1. Our residents have spoken highly of the behavioral health program through TrueCare24. We have seen a positive change in our residents who utilize these services.
2. The providers through TrueCare24 are wonderful. They are professional and very conscious of the sensitive information provided.
3. The communication from TrueCare24 through email with their office team is very prompt. I always get all of my questions answered very quickly and have no concerns regarding communication.

Thank you,

Abril Lundin | Social Services Director

The Rehabilitation Center at Sandalwood

3835 Harlan St | Wheat Ridge, CO 80033

P: 303.422.1533 Ext: 110 F: 303.420.2632



Ridgeview Post Acute

Schultz, Sarah <sschultz@ensignservices.net>

Fri, Jun 23, 2023 at 12:00 AM

To: Aaron Alford <aalford@truecare24.com>

Cc: Bimohit Bawa <bimohit@truecare24.com>, Rimi Sharma <rsharma@truecare24.com>

1. How has the Behavioral Health Program increased your residents' mental health?

Our resident's look forward every visit. The providers have encouraged our residents to advocate for themselves and have shown better coping skills.

2. Are TrueCare24's providers professional when conducting business within your organization?

We have had very professional interactions with the providers. They check in and give feedback when asked and are helpful when planning for residents.

3. How is the communication between TrueCare and Ridgeview Post Acute Rehab?

We have had great communication. I will say that there was a loss of communication when everyone was removed from here. If we could get updated on how the process of providing new providers is going, it would be beneficial.

Sarah Schultz

Social Worker

Ridgeview Post Acute

5230 E 66th Way

Commerce City, CO 80022

sschultz@ensignservices.net

P-720-674-2115 C- 303-345-3673 F-303-286-1017

Brookdale

Hope Waters <Hope.Waters@brookdale.com>

Tue, Jul 4, 2023 at 3:04 AM

To: Bimohit Bawa <bimohit@truecare24.com>, Aaron Alford <aalford@truecare24.com>

Cc: Rimi Sharma <rsharma@truecare24.com>

Hi there!

So sorry for the delay in my reply. I am no longer the Resident Care Coordinator at Brookdale. However, during my time as RCC I enjoyed working with TrueCare.

1. How has the Behavioral Health Program increased your residents' mental health? - It has been beneficial to participating residents who struggled with adjusting to AL. It is also very beneficial for them to have a counselor come here, as many would not be willing to leave the community for this service.
2. Are TrueCare24's providers professional when conducting business within your organization? - Very! I have enjoyed working with the counselor who visited the community as well as with TrueCare representatives via phone and email.
3. How is the communication between TrueCare and Brookdale Remington Park? - This is the part of working with TrueCare that could be improved upon. I would have liked to have regular updates on our residents' progress with the counselor; at one point I was able to receive the counselor's notes to upload into the residents' charts, however this was not continued. It's beneficial especially when working with Home Health / Hospice / other medical practitioners who are working to improve the resident's quality of life. Otherwise, TrueCare was very responsive when I reached out regarding any issues I had, or new residents to enroll in their services.

Going forward you can call Brookdale's front desk at 806-798-9871 to ask for the current Health & Wellness Coordinator or Director.

Thank you!

Hope Waters

Contact References for TrueCare Behavioral Health project

TrueCare24 was also very recently selected as a provider for MH and BH services for Pasco County Schools. Please check the client testimonial in this link. [Client Testimonial](#)

1. [Thomas Hofler](#) from Down Home Blessed- he's very happy with our program and will be trying to get our program launched in 3 of his new upcoming facilities. Contact # 281-351-0124

Company Name: Down Home Blessed Care

Address: 27521 Calvert Rd, Tomball, TX, USA 77377

Point-of-Contact/POC: [Thomas Hofler](#) (Director Of Community Relations)

POC Email/phone number: downhomeblessed@outlook.com / 281-351-0124

Details of Services Performed: The facility started counseling services on June 2, 2022, with 3 of its residents and was very satisfied with the therapy sessions.

Duration of the Project: Ongoing for almost a month

2. [Christy Maldonado](#)

Company Name: Six Palms Assisted Living

Address: 5409 Croix Rd Manvel, TX 77578, USA

Point-of-Contact/POC: [Christy Maldonado](#) (Executive Director)

POC Email/phone number: christyarice@yahoo.com / 281-692-9226

Details of Services Performed: The facility started counseling services on June 24, 2022, with 3 of its residents and were satisfied with the therapy sessions.

Duration of the Project: Ongoing for a week

3. [Cody Ikeda](#)

Company Name: Brookdale Senior Living

Address: 2525 Hinkle Dr, Denton, TX, USA 76201

Point-of-Contact/POC: [Cody Ikeda](#) (Health and Wellness Director)

POC Email/phone number: cikeda@brookdale.com / 817-205-3712

Details of Services Performed: The facility started counseling services on May 9, 2022, with 6 of its residents and were satisfied with the therapy sessions.

Duration of the Project: Ongoing for more than a month

4. [Jean Mendez](#)

Company Name: Brookdale Longmont

Address: 2240 Pratt St Longmont, CO 80501, USA

Point-of-Contact/POC: [Jean Mendez](#) (Executive Director)

POC Email/phone number: jmendez24@brookdale.com / 303-682-1066

Details of Services Performed: The facility is currently establishing the behavioral services program with 7 referred residences.

Duration of the Project: Ongoing establishment of the program

5. [Tracy Rose](#)

Company Name: New Haven Assisted Living

Address: 2300 FM3009, Schertz, TX 78154, USA

Point-of-Contact/POC: [Tracy Rose](#) (Executive Director)

POC Email/phone number: tracy.rose@newhavenassistedliving.com / 210-319-4965

Details of Services Performed: The facility is currently establishing the behavioral services program with 12 referred residences.

Duration of the Project: Ongoing establishment of the program

6. [Juana Diaz](#)

Company Name: Heather Grove Assisted Living

Address: 3289 Grove Street, Denver, CO, USA 80211

Point-of-Contact/POC: [Juana Diaz](#) (Activity Director)

POC Email/phone number: juananewdiaz@gmail.com / 720-470-9100

Details of Services Performed: The facility is currently establishing the behavioral services program with 5 residences enrolled.

Duration of the Project: Ongoing establishment of the program



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Other information with regards to this RFQ

We provide a wide range of mental health services online, including annual one-on-one mental health wellness check-ins, psychological assessments, psychological testing, direct therapy, social and emotional well-being, acute psychiatric services, intellectual and occupational well-being, executive coaching, physical well-being, **individualized treatment plan**, educational evaluation, consultation, training, supervision, **family/group counseling & psychotherapy, individual counseling**, targeted case management, behavioral and mental health analysis, **substance abuse treatment intervention**, special needs support, **adjustment to school**, psychiatric evaluation & treatment, and other personal problems.

Online or Teletherapy Services

We offer the implementation of TrueCare24 Tele Mental Health Platform. As the importance of mental health continues to rise, it has become increasingly clear that patients need access to quality mental health services. Through remote methods like phone, video conferencing, or chat systems, this platform can give patients access to mental health assistance from any location. The fact that the services can be provided in a private and confidential atmosphere makes it easier for children and patients to talk openly about their mental health issues.

TrueCare24 is able to provide counseling through Tele-Mental Health Services to patients through various modalities, including text-based, video call-based (we can provide TrueCare24's own remote counseling platform), telephonic counseling sessions. The platform comes with an appointment scheduling feature, booking sessions, selecting counselors, and tracking progress.

Our network of clinicians, psychotherapists, counselors, physicians and psychologists are available 24/7/365 via phone calls, chat, text, and video calls. We provide all the necessary software to ensure uninterrupted communication between the clinician and the client.

We are able to provide behavioral health consultation to support through one-on-one counseling, therapy, or support groups, as well as advice and guidance on healthy coping mechanisms and stress management techniques, therapy consultations (up to 10 scheduled), and medical consultations. We can tailor our services to provide TeleMental Health services focused to attend the needs of children at increased risk for chronic stress, trauma, anxiety, and depression as it relates to the Coronavirus pandemic.

Video calls are top-rated options because they allow for real-time communication and person-to-person connection since the patient and counselor can see one another (although having the cameras on for both parties is not mandatory.) Calls can be facilitated via mobile phone or laptop. There are also options to receive family counseling and group sessions.

Our Calendly-like scheduling facility reduces the time between booking and starting the session. The platform is easy-to-use and can be easily navigated as a self-serve tool. When booking a session, all the available counselors are displayed on the screen. The same counselor is assigned to the client for the remaining sessions, unless a change is requested.

Data and Reporting:

TrueCare24 uses an electronic health records system called **TheraNest** that keeps track of all client information. This system is also used to gather client data and create reports on services provided by categories requested. All client reports will be provided on a schedule as requested by Webb County Jail . Our electronic system can perform the collection, transmission, storage, or disposition of all information.

TrueCare24 counselors will provide customizable reports either on pre-set timings every month or on an ad-hoc basis. These reports will consist of all the measurable metrics to determine a client's progress, numbers of sessions attended, compliance to treatment/therapy, additional services utilized, along with other demographics such as age, gender, and family information.

Retention rate and/or average length of time psychiatrists are engaged by bidder.

We have statistical data of our retention rate through our EHR system. Additionally we track total sessions per patient and provider. This assists us in identifying which providers have a quick turn around either through treatment completion or other situations. As well as the providers with the extended patients, that are going through 20+ sessions to understand the patient's situation. Many of our current patients are under extended treatment plans, receiving care on a weekly basis. With HIPAA regulations, we track oversight of the retention matrix, to then compare with each patient/provider treatment plans and execution to ensure quality therapy was provided for each patient.

	1 therapy appointment	2-5 therapy appointments	6-10 therapy appointments	11-15 therapy appointments	16-20 therapy appointments	21+ therapy appointments
Total	110 (16%)	206 (30%)	122 (18%)	100 (15%)	70 (10%)	81 (12%)

TrueCare24 is in the process of developing a program that would create tracking of patients intake (including ED visits) and progress of treatment seamless. The number of sessions, kinds of therapy, collaboration with staff to identify early signs/symptoms of psychiatric disorders, holistic care and training

Staff Hiring Process

TrueCare24 follows a 6-stage hiring process:

1. **Recruitment & Application** - screening resumes to match experience and qualifications with client requirements;
2. **Phone screening** - Initial conversation to confirm provider's identity and overall fit for the role;
3. **Video Interview** - Provider answers important prompts to gauge the level of proficiency, communication skills, and overall capability;
4. **Background Check & Certification Verification** - assed state, federal, and City criminal records database checks and the Global Watch List, confirm and verify provider's certifications and work eligibility;
5. **Training & Onboarding** - InfoSec Training, HIPAA Certification, On-site Experience Training, Onboarding & Exams); and
6. **Assigning Top 10% to Client** - Only the top candidates are assigned to the client's event or program.

Staffing Plan

Our project team members are professional mental and behavioral health providers who have prior experience working with children and youth, adults and the elderly. Our counselors have Licensed Clinical Social Workers (LCSWs) and Health workers possessing at least a Master's degree in clinical psychology/psychology/counseling. All professionals employed under this project are certified and licensed in New York.

Our hiring policy does ensure proper background checks for all persons hired. We would ensure to perform the following tasks to ensure added reliability:

- Conduct State Police Criminal Records Checks for all program staff.
- Maintain appropriate insurance coverage for all program activities and contracted services.
- Implement ongoing quality assurance measures to monitor program effectiveness and client satisfaction.

Staffing Patterns and Operations

How does our Staffing work?

We are a Behavioral and Mental Health Care service provider company based in the US, providing our services to all 50 states of the country. **We have a network of more than 110,000 service providers consisting of nurses, counselors, behavioral and mental health service providers, physicians, and other medical and non-medical staff.**

When we apply to or get a request for a project, we assign our staff to that project to ensure its complete success. Based on each requirement, we reach out to our service provided pool who would meet required characteristics and be available for the said project (for example, LCSWs licensed in OR for a project in OR).

This method enables us to **match** the right professionals to attend to the needs of Webb County Jail . We can provide professionals with an appropriate range of years of experience, background, specializations, and any other requirement made. **The Webb County Jail makes the request and we assure that the services will be provided by the professional that best tailor your specific needs!**

This simple and straightforward method allows us to meet each project requirement and fulfill the staff requirement at a record **10 working days' time!**

Services Implementation

When structuring a project, our main concern is to **guarantee an efficient and effective delivery of our services**. Based on it, we have chosen to systematically organize the provision of our services in a phased-method, allowing us to focus on addressing each requirement step-by-step and ensuring that we can identify any potential issues or challenges early on, and deliver high-quality results within a reasonable timeframe.

Phase 1 – Contract Signing and Team Formation

First step on our pipeline is to set the agreement and sign the contract. During this phase, we will carefully review and finalize the term together with Webb County Jail . Once the contract has been signed, we will designate a trained professional in Project Management to act as main POC and **project manager**, so that they can fulfill the correct requirements.

While our POC makes sure that we both fully understand and agree to all aspects of the project, our **staffing lead** will reach out to the individuals from our Provider Pool to begin the process of assembling our project team, taking care to assign roles and responsibilities based on each required skills, experience, licenses and others.

Our simple and straightforward staffing patterns allows us to meet each project requirement and **fulfill the staff requirement at a record 10 working days' time** after the contract is signed!

Following these steps we can ensure a **strong start to the project** and set the stage for a successful outcome.

Phase 2 – Needs Assessment and Program Development

During this phase, we will work closely with the Webb County Jail to identify your specific requirements and expectations, as well as any challenges or constraints that may affect the project. Based on it, we will deliver a tailored plan containing the next steps for the service implementation.

We will conduct a needs assessment to identify the Webb County Jail needs and tailor our services to address it. All participants eligible for this program will receive a full assessment of their mental and behavioral health needs. This may involve data collection through interviews for examination.

We also conduct all the staffing training needed, such as HIPAA compliance and others.

Phase 3 – Program Implementation

It is time to put the plan into action using the resources and processes established to deliver the program to Webb County Jail.

Inclusivity, Diversity, and Sensitivity

To add to the knowledge of our staff, we conduct regular workshops and training on BIPOC and LGBTQ and gender inclusivity, Bias and Stereotyping, Anti-harassment and bullying, and racial and cultural diversity training. These trainings are updated regularly and are mandatory for all our staff (including clinicians and counselors)

The psychologists and psychotherapists employed at Webb County Jail will, in addition to their psychotherapeutic certifications, will also be trained in cultural, gender, and racial sensitivity. Our staff can speak more than 16 languages.

We understand that religion is a big part of one's life. This is why our counselors go above and beyond to ensure that their counseling methods also recognize the religious sentiments of the clients to ensure better compliance with treatment.

The project will be supported by:

- **Prime Negotiator/ Primary POC:** The main POC for this project would be Kristin Victory. She is a Registered Nurse Practitioner and has many years of experience in working in the field of mental and behavioral health.

- **Project Managers:** They are trained professionals in Project Management, and act as the main POC once the contract has been signed. We assign 1 Project Manager to each project so that they can fulfill the correct requirements.
- **Staffing Lead:** They will reach out to the individuals from our Provider Pool, and ensure they meet the required qualifications and experience.
- **And other Off-site Team Members:**
 - HIPAA / CDC compliance lead – Update County, State, and CDC systems with test results as required by law. Also, check compliance of consent records of each person tested and physician’s orders for testing as required by law.
 - Medical records lead – Updates client systems and records, data interchange between the service provider, client, and platforms where applicable, maintains a record of sessions, and provides reports/ progress reports to all concerned parties.
 - Staff manager – Manages on-site logistics for the on-site team

Resume

Kristin Victory- POC/Prime Negotiator

Kristin Victory

Manchester, TN 37355
victory.kristin@gmail.com
+1 931 349 4043

To obtain a rewarding role as a Registered Nurse in a dynamic healthcare setting where I can utilize my diverse clinical expertise, expertise in healthcare program management, regulatory compliance, strong leadership skills, and passion for patient care to contribute to a positive patient experience and promote quality outcomes

- Experienced Registered Nurse with a Bachelor of Science in Nursing and a proven track record in healthcare program management and regulatory compliance
- Skilled in team collaboration and leadership
- Strong interpersonal communication and time management skills with the ability to manage multiple patient cases while maintaining accuracy and attention to detail
- Experienced in overseeing recruitment and onboarding processes for nursing and support staff, including conducting interviews, verifying licenses, and managing pre-employment requirements.
- Demonstrated ability to build and maintain positive relationships with staff, patients, and families to foster a supportive and collaborative work environment.
- Skilled in patient assessment and care planning
- Experienced in nursing leadership and management
- Experience in supervising nursing and support staff

Work Experience

Head of Compliance

Truecare24
January 2018 to Present

- Assist with the development and implementation of various healthcare programs and initiatives including MAT for SUD program
- Manage compliance with state and federal regulations
- Supervise daily operations
- Provide case management services
- Oversee recruitment and onboarding process
- Conduct staff training
- Perform utilization review and insurance enrollment.

Registered Nurse Weekend Supervisor

Woodbury Health and Rehab
2018 to 2019

- Supervised nursing staff during weekends, ensuring quality patient care and adherence to facility policies and procedures
- Managed staffing levels and made appropriate adjustments to ensure adequate coverage and compliance with state and federal regulations
- Communicated with patients, families, and healthcare providers to ensure continuity of care and address concerns or issues

Behavioral Health Charge Nurse

Ascension Saint Thomas Health
2018 to 2019

- Conduct comprehensive patient assessments and develop individualized treatment plans for patients with mental health and/or substance abuse issues
- Provided crisis intervention and management for patients experiencing acute mental health episodes
- Collaborated with interdisciplinary team members, including psychiatrists, social workers, and case managers, to provide comprehensive patient care
- Maintained a safe and therapeutic environment for patients and staff, and participate in quality improvement initiatives.

Registered Nurse Weekend Supervisor

Palace Health and Rehab
2017 to 2018

- Supervised nursing staff during weekends, ensuring quality patient care and adherence to facility policies and procedures
- Managed staffing levels and made appropriate adjustments to ensure adequate coverage and compliance with state and federal regulations
- Communicated with patients, families, and healthcare providers to ensure continuity of care and address concerns or issues

Charge Nurse RN

Community Care of Rutherford County
2016 to 2017

- Developed and implemented nursing care plans and treatment protocols in collaboration with physicians and other healthcare professionals.
- Conducted assessments and reassessments of residents' health status and develops appropriate care plans.
- Administered medications and treatments as ordered by physicians and monitors for adverse reactions.

Charge Nurse RN

Bethesda Health and Rehab-Cookeville, TN
2016 to 2016

- Developed and implemented nursing care plans and treatment protocols in collaboration with physicians and other healthcare professionals.
- Conducted assessments and reassessments of residents' health status and develops appropriate care plans.

- Administered medications and treatments as ordered by physicians and monitors for adverse reactions.

Registered Nurse Neuro Step Down New Grad

Cookeville Regional Medical Center-Cookeville, TN
2015 to 2016

- Responsible for the care of patients on neuro step down under the supervision of a preceptor

Education

MSN- PMHNP in Nursing

Herzing University - WI
June 2023 to May 2026

Postgraduate Degree in Functional Medicine

2024 to 2025

Skills

- Wound care
- Medication administration
- Clinical expertise in various healthcare settings
- Strong critical thinking and problem-solving skills to address complex patient needs and situations
- Healthcare program management
- Patient assessment and case management
- IV therapy
- Medical billing and coding
- Policy and procedure development
- Infection control and prevention
- Utilization review and insurance enrollment, credentialing and verification
- Compliance Management
- Behavioral Health
- Healthcare Management
- Training & Development
- Crisis Intervention
- Mental Health Counseling
- Addiction Counseling
- Nursing
- Recruiting
- Hospital Experience

Certifications and Licenses

RN License

CPR Certification

BLS Certification

RN-BC



QuickConfirm License Verification Report

Primary Source Boards of Nursing Report Summary for

KRISTIN LORENE VICTORY [NCSBN ID: 22950601]

As of Friday August 09 2024 10:41:05 AM US Central Time

Disclaimer of Representations and Warranties

Through a written agreement, participating individual state boards of nursing designate Nursys as a primary source equivalent database. NCSBN posts the information in Nursys when, and as, submitted by the individual state boards of nursing. NCSBN may not make any changes to the submitted information and disclaims any responsibility to update or verify such information as it is received from the individual state boards of nursing. Nursys displays the dates on which a board of nursing updated its information in Nursys.

This report is not sufficient when applying to another board of nursing for licensure. Use the "Nurse License Verification for Endorsement" service to request the required verification of licensure.

Contact the board of nursing for details about the Nurse Practice Act, which includes nurse scope of practice and privileges and information about advanced nursing practice roles (practice privileges, prescription authority, dispensing privileges & independent practice privileges).

UNENCUMBERED means that the nurse has a full and unrestricted license to practice by the state board of nursing.

Name on License	Type	License State	License	Active	License Status	License Original Issue Date	License Expiration Date	Compact Status
VICTORY, KRISTIN LORENE	RN	TENNESSEE	207751	YES	UNENCUMBERED	06/18/2015	12/31/2024	MULTISTATE

Where can the nurse practice as an RN and/or PN?

Authorized to Practice in

ALABAMA (RN)	MAINE (RN)	RHODE ISLAND (RN)
ARIZONA (RN)	MARYLAND (RN)	SOUTH CAROLINA (RN)
ARKANSAS (RN)	MISSISSIPPI (RN)	SOUTH DAKOTA (RN)
COLORADO (RN)	MISSOURI (RN)	TENNESSEE (RN)
DELAWARE (RN)	MONTANA (RN)	TEXAS (RN)
FLORIDA (RN)	NEBRASKA (RN)	UTAH (RN)
GEORGIA (RN)	NEW HAMPSHIRE (RN)	VERMONT (RN)
GUAM (RN)	NEW JERSEY (RN)	VIRGINIA (RN)
IDAHO (RN)	NEW MEXICO (RN)	WASHINGTON (RN)
INDIANA (RN)	NORTH CAROLINA (RN)	WEST VIRGINIA (RN)
IOWA (RN)	NORTH DAKOTA (RN)	WISCONSIN (RN)
KANSAS (RN)	OHIO (RN)	WYOMING (RN)
KENTUCKY (RN)	OKLAHOMA (RN)	
LOUISIANA (RN)	PENNSYLVANIA (RN)	

APRN authorization to practice details are not available.

UNENCUMBERED means that the nurse has a full and unrestricted license to practice by the state board of nursing.

License type information

- **RN:** Registered Nurse
- **PN:** Practical Nurse (aka Licensed Practical Nurse (LPN), Vocational Nurse (VN), Licensed Vocational Nurse (LVN))
- **CNP:** Certified Nurse Practitioner
- **CNS:** Clinical Nurse Specialist
- **CNM:** Certified Nurse Midwife
- **CRNA:** Certified Registered Nurse Anesthetist

License status information

- Unencumbered (full unrestricted license to practice)
- Cease & Desist
- Denial of License
- Expired
- Other license action
- Probation
- Reprimand
- Restriction
- Revoked
- Suspension
- Voluntary agreement to refrain from practice
- Voluntary Surrender

Nurse Licensure Compact (NLC) information

- **Multistate licensure privilege:** Authority to practice as a licensed nurse in a remote state under the current license issued by the individual's home state provided both states are party to the Nurse Licensure Compact (NLC) and the privilege is not otherwise restricted.
- **Single state license:** A license issued by a state board of nursing that authorizes practice only in the state of issuance.
- **Privilege to Practice (PTP):** Multistate licensure privilege is the authority under the Nurse Licensure Compact (NLC) to practice nursing in any compact party state that is not the state of licensure. All party states have the authority in accordance with existing state due process law to take actions against the nurse's privilege such as: revocation, suspension, probation or any other action which affects a nurse's authorization to practice.



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Dr Kenshara Cravens - LCSW/ Counselor

Dr. Kenshara Cravens, LMSW, CCM, LCDC(CI)
(832) 297-1131
kenshara11@gmail.com

EDUCATION

Walden University, Minneapolis, MN
Ph.D. in Social Work, 5/2023
Dissertation Title: Experiences and Perceptions of Hospital Social Workers
Chair: Tom McLaughlin ; and Committee: Dr. Kecia Freeman

Stephen F. Austin State University, Nacogdoches, TX
Master of Social Work, 05/2016

Stephen F. Austin State University, Nacogdoches, TX
Bachelor of Social Work, 12/2014

LICENSURE

- Licensed Master Social Worker (LMSW); Texas (License Number: 61186/Active)
- Licensed Graduate Social Worker (LGSW); Minnesota (License Number: 30732/Active)
- Licensed Master Social Worker (LMSW); Louisiana License Number"17818/Active)

PUBLICATIONS

- Cravens, Kenshara, "Experiences and Perceptions of Hospital Social Workers Regarding Discharge Planning and Readmission" (2023). *Walden Dissertations and Doctoral Studies*. 12959.
<https://scholarworks.waldenu.edu/dissertations/12959>

PUBLICATIONS IN PROGRESS

- Cravens, Benoit, Small & Blackshear, "Social Work Beyond Bias: An Anti-Racist and Culturally Humble Field Practicum Guide"
- Balwin-Clark & Cravens, Enhancing Social and Emotional Learning (SEL) in Kinship Care Households to Reduce Recidivism Rates Among Children and Adolescents"

ACCOMPLISHMENT

- 2024, National Science Foundation Excellence in Research Program Fellow
- 2023 Writing Center Faculty Fellows, Prairie View A & M University
- Galveston Daily News 40 Under 4040, July 2022
- United Healthcare, Sages Of Clinical Services, August 2021
- Carol Lee Taylor Foundation, Hometown Hero Award, October 2022

ADDITIONAL TRAINING AND CERTIFICATION

- Job Skills Training, 2022
- Job Placement Training, 2022
- Certificate in Inclusive Instruction for Equitable Learning, May 2023
- Certified Case Manager
- Field Instructor Training x 2

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Cravens

- Notary Public
- Licensed Chemical Dependency Counselor – Intern
- Licensed Clinical Social Worker (LCSW) – Supervision Pending Test 5/2024
- Social Emotional Learning Certified

PRESENTATIONS

- NASW Texas Conference 2023, *Changing Perspectives with SEL in Low Income and Minority Areas*
- NASW Texas Conference 2023, *Social Work Without Limits*
- Uplifting Melain Queens Conference 2024, *Changing Perspectives with SEL in Low Income and Minority Areas*
- Herzing University, SME, *Youth Mental Health Training*, Collaboration With Milwaukee Boys and Girls Club, 2024

PROFESSIONAL ASSOCIATIONS

- Member, Houston Area Urban League Young Professionals
- Member, Houston Livestock and Rodeo
- Member, National Association of Social Workers (NASW)
- Member, National Association of Black Social Worker

CLASSES TAUGHT

- Children's and Families, 2023
- Human & Cultural Diversity Social Work, 2023
- Human Behavior 2, 2023
- Intro to Social Work, 2022
- Human Behavior 1, 2022
- Children's and Families, 2022
- Treatment Of Children & Adolescents, 2022
- Found Field Split I, 2022
- Social Policy and Mental Health, 2022
- Social Work History, 2022
- Advanced Field Block I, 2022
- Advanced Field Block II, 2022
- Advanced Field Block II, 2021
- Stress, Crisis, And Coping, 2021
- Field: Block Part 2, 2021
- Family Caregiving & Aging, 2020
- Social Work Professionalism, 2019
- Foundation Field Split II, 2019
- Aging & Social Policy, 2018
- Advanced Macro Practice, 2018
- Advanced Micro Practice, 2018
- Direct Practice With Aging, 2017

EMPLOYMENT HISTORY

Assistant Professor

08/2022 to Present

Prairie View A&M University

- **Dynamic, Active Classroom**
 - Use of effective teaching strategies and multiple teaching techniques; teaching and modeling appropriate level learning skills and creating an environment conducive to learning
 - Creating high levels of student engagement through activities, community building, and student-centered learning including the use of live classroom tools to hold synchronous learning sessions with students
 - Clarity, relevance, and connection of class session objectives to course performance objectives
 - Organized classroom and efficient use of class time
- **Subject Matter Expertise**
 - Demonstrate mastery and ability to articulate and relate to students
 - Plan an integral role in the development and implementation of curriculum and assessment for their area of expertise
- **Student and College Support and Professionalism:**
 - Responsible for creating a classroom presence in support of students in collaboration with their Dean
 - Student support and outreach that supports the success of students is accomplished through faculty availability to students in all courses through synchronous or asynchronous communication and meetings to help students achieve the learning objectives for their course(s)
- **Faculty Meetings and other responsibilities:**
 - Attend events, programmatic meetings, and committee work as agreed upon and or designated by the Dean
 - Advisor For Social Work Action Club
 - Web Master For Social Work Webpage
 - Field Education Committee

Clinical Reimbursement Director

10/21 to Present

National Association of Social Workers

- Answering member questions on the listserv in a timely and personable manner
- Telephone and/or virtual consults with members regarding practice and reimbursement
- Researching problem issues in reimbursement
- Contacting insurers, state Medicaid, Medicare when members need support to resolve problems
- Assisting members as they file appeals and complaints due to third party problems
- Participating in webinars, and presenting at conference
- Collecting data on reimbursements and goals with Survey Monkey
- For duration of the pandemic, monthly updating a list of insurance waivers
- Consulting on practice related ethical issues

- Other adventures as new problems emerge

Service Coordinator
United Healthcare

06/2019 to 8/2022

- Assess, plan, and implement care strategies individualized by the patient and directed toward the most appropriate, least restrictive level of care
- Identify and initiate referrals for social service programs, including financial, psychosocial, community, and state supportive services
- Manage the care plan throughout the continuum of care as a single point of contact
- Communicate with all stakeholders the required health-related information to ensure quality coordinated care and services are provided expeditiously to all members
- Advocate for patients and families as needed to ensure the patient's needs and choices are fully represented and supported by the health care team
- Servicing the severe persistent mental illness population

Social Worker/Case Manager
St. Joseph Medical Center

10/2018 to 06/2019

- Assessed psychosocial needs of individuals for referral to appropriate healthcare providers
- Expedited timely processing of referral management
- Completed electronic documentation – assessment form and progress notes
- Completed d/c arrangements on referred cases
- Provided crisis intervention and support to patients and families
- Assisted with ALTCS/AHCCCS applications
- Handled with domestic violence and substance abuse issues
- Completed the advance directives
- Assisted patients and families coping with chronic/terminal illness
- Developed and help implement avoidable day/readmit OFI action plans
- Maintained knowledge of community resources, available resources, and CHN Policies
- Responded to internal and external requests in a professional and timely manner and maintained confidentiality
- Advised and counseled individuals as appropriate
- Worked with the healthcare team in the development of treatment plans for their select group of patients
- Served as a resource person for members of the healthcare team. Assisted in orientation and in-service training
- Participated in planning and implementing quality improvement initiatives

Social Services Director
Pasadena Care Center

04/2018 to 10/2018

Cravens

- Planned and organized a social service program according to established policies
- Assisted in the coordination of resident transfers
- Responsible for discharge planning on each resident
- Answered telephone calls and participated in IDT meeting with residents and their family members on admission
- Completed a social services assessment on each resident
- Formulated a written plan of care for each resident
- Reviewed and updated the plan of care according to established policies and procedures
- Documented ongoing resident progress notes concerning social needs and the response of residents to delivered social services
- Participated regularly in IDT meetings with nurses and other staff to better understand the residents and their family members
- Helped low-income residents and families coordinate appointments for dentures, glasses, and other specialists
- Worked closely with residents to understand their needs and provide ongoing companionship
- Performed other various duties as deemed necessary by the administrator

Adjunct Professor

08/2017 to Present

University of Texas at Arlington

- **Dynamic, Active Classroom**
 - Use of effective teaching strategies and multiple teaching techniques; teaching and modeling appropriate level learning skills and creating an environment conducive to learning
 - Creating high levels of student engagement through activities, community building, and student-centered learning including the use of live classroom tools to hold synchronous learning sessions with students
 - Clarity, relevance, and connection of class session objectives to course performance objectives
 - Organized classroom and efficient use of class time
- **Subject Matter Expertise**
 - Demonstrate mastery and ability to articulate and relate to students
 - Plan an integral role in the development and implementation of curriculum and assessment for their area of expertise
- **Student and College Support and Professionalism:**
 - Responsible for creating a classroom presence in support of students in collaboration with their Dean
 - Student support and outreach that supports the success of students is accomplished through faculty availability to students in all courses through synchronous or asynchronous communication and meetings to help students achieve the learning objectives for their course(s)
- **Faculty Meetings and other responsibilities:**
 - Attend events, programmatic meetings, and committee work as agreed upon and or designated by the Dean

Medical Social Worker

10/2016 to 04/2018

Harbor Hospice

- Collaborated with other professionals to evaluate patients' medical and or physical condition to assess the client's needs
- Advocated for the clients or patients to resolve crises
- Referred patient, client, or family to community resources to assist in recovery from mental or physical illness and provide access to services such as financial assistance, legal aid, housing, job placement, or education
- Investigated for any signs of abuse or neglect and take authorized protective action when necessary
- Counseled clients and patients in individual and group sessions to help them overcome dependencies, recover from illness and adjust to life
- Worked to eliminate the clients' end-of-life stress

Medical Social Worker

06/2016 to 10/2016

CHI Luke's Health Memorial Specialty Hospital

- Conducted assessments, treatment planning, interventions, counseling, and recommendations to individual patients (adolescents, adults, elders) and their families/significant others and groups of patients
- Knowledgeable in areas such as active listening, social perceptiveness, critical thinking, and service coordination
- Carried out the role of the advisor, therapist, administrator, and clinician
- Provided individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses
- Advised family caregivers, provided patient education, and counseled, and made referrals for other essential services
- Provided care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare
- Assisted patients with transitioning out of the hospital by discharge planning

Medical Social Worker

07/2015 to 10/2016

Bethany Home Health Services/Hospice

- Collaborated with other professionals to evaluate patients' medical and physical condition to assess the clients' needs
- Advocated for the clients or patients to resolve crises and decrease reoccurrences
- Referred patient, client, or family to community resources to assist in recovery from mental or physical illness and providing access to services such as financial assistance, legal aid, housing, job placement, or education
- Conducted a thorough investigation for signs of abuse or neglect and took authorized protective action when necessary
- Counseled clients and patients in individual and group sessions to help them overcome dependencies, recover from illnesses and make life adjustments
- Helped clients to receive final wishes and needs to alleviate the end-of-life stress

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Cravens

LEADERSHIP EXPERIENCE

- TCISD Ace 21st Century Advisory Council, Member
- Community Development Block Grant Citizen Advisory Committee Texas City-Vice Chair, 2021
- Abstract Reviewer, National Association of Social Workers - Texas
- Co-Treasurer, Community Assistance Providers
- Field Instructor, Texas Southern University
- Field Instructor, University of Texas at Arlington
- Founder and Chief Executive Officer, Craving for a Change Foundation Inc.
- Grant Reviewer, Health Resources and Services Administration
- Volunteer, National Association of Social Workers Conference
- Scholarship Judge, Houston Livestock and Rodeo

COMPETENCIES

- Generates many new and unique ideas, makes connections among previously unrelated notions; the ability to use creativity to add value to the work setting
- Constructs compelling development plans and executes them; pushes direct reports to accept developmental moves
- Is widely trusted; presents honest and accurate information in an appropriate and helpful manner; and keeps confidences
- Conduct job responsibilities in accordance with the ethical standards of conduct, state contract, appropriate professional standards, and applicable state/federal laws
- Effective verbal and written communication skills
- Excellent organizational skills with the ability to prioritize workflow and meet deadlines
- Ability to handle multiple task and special projects simultaneously
- Able to work autonomously with minimal or no supervision

SKILLS

- Prepared and conducted lectures and seminars to students
- Advised students with respect to academic performance, career opportunities, and pursuit of advanced degrees
- Mentor and advise new academics in assistant positions
- Proficient Blackboard user and virtual communication
- Carried out administrative and managerial duties, including chairing committees and representing the university in the community at large

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Cravens

- Regulated time management skills to successfully teach a group and increase productivity achieving program goals and objectives
- I am energetic and goal-oriented with a genuine passion for expanding my knowledge to be competent in the field to help others
- I have a strong belief in individual empowerment to help foster positive change
- Documented and maintained student and client records in accordance with policies and regulations



Texas Behavioral Health Executive Council
Texas Board of Professional Geoscientists
Texas Funeral Service Commission
Texas Optometry Board
Texas State Board of Dental Examiners
Texas State Board of Pharmacy
Texas State Board of Plumbing Examiners

[Logon](#)

License / Registration Details

Press "Previous Record" to display the previous license.
Press "Next Record" to display the next license.
Press "Search Results" to return to the Search Results list.
Press "New Search Criteria" to do another search of this type.
Press "New Search" to start a new search.

License Number: 61186 **Current Date: 10/22/2023 07:33 PM**

Name:	CRAVENS, KENSHARA MARIE
License Type:	Licensed Master Social Worker (LMSW)
License Status:	Active
Expiry Date:	02/28/2025
First Licensure Date:	07/29/2015
Effective Rank Date:	08/28/2019

Addresses

Main Address	Address	TEXAS CITY , TX GALVESTON 77591 US
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Clinical Supervision

Licensee's Role:	LMSW
Related Party Role:	Clinical Supervisor

Related Party Name	License Type	Address	Effective Date
TAYLOR, ERICA JANAE	BHEC - Social Worker	RED OAK , TX ELLIS 75154 US	03/20/2020

[Previous Record](#) [Search Results](#) [New Search Criteria](#) [New Search](#) [Print](#)

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Attachments

Code of Ethics Affidavit

WEBB COUNTY PURCHASING DEPT.
QUALIFIED PARTICIPATING VENDOR CODE OF ETHICS
AFFIDAVIT FORM

STATE OF TEXAS *

KNOW ALL MEN BY THESE PRESENTS:

COUNTY OF WEBB *

BEFORE ME the undersigned Notary Public, appeared Bimohit Bawa,
the herein-named "Affiant", who is a resident of _____ County, State
of Texas, and upon his/her respective oath, either individually and/or behalf of their
respective company/entity, do hereby state that I have personal knowledge of the following facts,
statements, matters, and/or other matters set forth herein are true and correct to the best of my
knowledge.

*I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby
confirm that I have reviewed and agree to fully comply with all the terms, duties, ethical policy
obligations and/or conditions as required to be a qualified participating vendor with Webb
County, Texas as set forth in the Webb County Purchasing Code of Ethics Policy posted at the
following address: <http://www.webbcountytexas.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>*

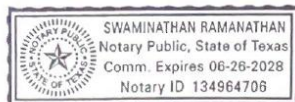
*I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby
further acknowledge, agree and understand that as a participating vendor with Webb County,
Texas on any active solicitation/proposal/qualification that I and/or my company/entity failure to
comply with the Code of Ethics policy may result in my and/or my company/entity disqualification,
debarment or make void my contract awarded to me, my company/entity by Webb County. I agree
to communicate with the Purchasing Agent or his designees should I have questions or concerns
regarding this policy to ensure full compliance by contacting the Webb County Purchasing Dept.
via telephone at (956) 523-4125 or e-mail to the Webb County Purchasing Agent to
joel@webbcountytexas.gov.*

Executed and dated this 29th day of October, 2024.

Bimohit Bawa
Signature of Affiant

Bimohit Bawa
Printed Name of Affiant/Company/Entity

SWORN to and subscribed before me, this 29 day October, 2024



[Signature]
NOTARY PUBLIC, STATE OF TEXAS

Checklist

THIS FORM MUST BE INCLUDED WITH RFQ PACKAGE; PLEASE CHECK OFF EACH ITEM INCLUDED WITH RFQ PACKAGE AND SIGN BELOW TO COMPLETE SUBMITTAL OF EACH REQUIRED ITEM.

RFQ 2025-001

“Webb County Jail Mental Health Care Services – 3 Year Service Agreement”

- ☒ Statement of Qualifications
- ☒ References Form
- ☒ Conflict of Interest Form (CIQ)
- ☒ Certification regarding Debarment (Form H2048)
- ☒ Certification regarding Federal lobbying (Form 2049)
- ☒ Purchasing Code of Ethics Affidavit form
- ☒ House Bill 89 Form
- ☒ Senate Bill 252 Form
- ☒ Proof of No Delinquent Tax Owed to Webb County

Bimohit Bawa - CEO and Co-Founder

Authorized Offeror's Printed Name and Title



Authorized Offeror's Signature

10-29-2024

Date

Page 2 of 21

Additional Documents and Attachments

References Form

Please list at minimum five (5) local governmental entities where similar scope of services were provided.

THIS FORM MUST BE RETURNED WITH YOUR OFFER.

REFERENCE ONE

Government/Company Name: Solana Vintage Park

Address: 9929 Chasewood Park Dr. Houston, TX, 77070

Contact Person and Title: Denise Hoffman - Executive Director

Phone: 281-320-9000 Fax: _____

Email Address: dhoffman3@brookdale.com Contract Period: _____

Description of Goods / Services Provided: _____

ALF assistance and behavioral health services including therapy sessions to the residents

REFERENCE TWO

Government/Company Name: Ridgeview Post Acute Rehabilitation Center

Address: 5230 E 66th Way Commerce City, CO 80022

Contact Person and Title: Sarah Schultz

Phone: 303-345-3073 Fax: _____

Email Address: sschultz@ensignservices.net Contract Period: _____

Description of Goods / Services Provided: _____

ALF assistance and behavioral health services including therapy sessions to the residents

REFERENCE THREE

Government/Company Name: Liberty Heights
Address: 12205 Gunstock Dr. Colorado Springs, CO. 80921
Contact Person and Title: Diane Armstrong
Phone: 312-673-4333 Fax: _____
Email Address: darmstrong@senioritestyle.com Contract Period: _____
Description of Goods / Services Provided: _____
ALF assistance and behavioral health services including therapy sessions to the residents

REFERENCE Four

Government/Company Name: The Villas at Sunny Acres
Address: 2501 E 104th Ave Thornton, CO, 80233
Contact Person and Title: Stepheni Passanante
Phone: 845-661-5510 Fax: _____
Email Address: stpassanante@ensignservices.net Contract Period: _____
Description of Goods / Services Provided: _____
ALF assistance and behavioral health services including therapy sessions to the residents

REFERENCE Five

Government/Company Name: Independence Local Schools

Address: Independence, OH

Contact Person and Title: Tom Dreiling - Independence Local Schools Assistant Superintendent

Phone: 216-642-5852 Fax: _____

Email Address: tdreiling@independence.k12.oh.us Contract Period: _____

Description of Goods / Services Provided: _____

Attrition At-Risk platform for all students to increase student retention, mental health and wellbeing, an increased academic performance of school students.

- **Additional pages are permitted if more space is required**

Space intentionally left Blank

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a). By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code. A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.	OFFICE USE ONLY Date Received	
1 Name of vendor who has a business relationship with local governmental entity. N/A		
2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)		
3 Name of local government officer about whom the information is being disclosed. N/A Name of Officer		
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.		
A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor? ☐ Yes ☐ No B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity? ☐ Yes ☐ No		
5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more. N/A		
6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).		
7 N/A Signature of vendor doing business with the governmental entity N/A Date		

Form provided by Texas Ethics Commission

www.ethics.state.tx.us

Revised 1/1/2021

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;

or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.

Texas Department of
Agriculture

Form H2048
January 2008

CERTIFICATION
REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY
EXCLUSION FOR COVERED CONTRACTS

PART A.

Federal Executive Orders 12549 and 12689 require the Texas Department of Agriculture (TDA) to screen each covered potential contractor to determine whether each has a right to obtain a contract in accordance with federal regulations on debarment, suspension, ineligibility, and voluntary exclusion. Each covered contractor must also screen each of its covered subcontractors.

In this certification "contractor" refers to both contractor and subcontractor; "contract" refers to both contract and subcontract.

By signing and submitting this certification the potential contractor accepts the following terms:

1. The certification herein below is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the potential contractor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, or the TDA may pursue available remedies, including suspension and/or debarment.
2. The potential contractor will provide immediate written notice to the person to which this certification is submitted if at any time the potential contractor learns that the certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The words "covered contract", "debarred", "suspended", "ineligible", "participant", "person", "principal", "proposal", and "voluntarily excluded", as used in this certification have meanings based upon materials in the Definitions and Coverage sections of federal rules implementing Executive Order 12549. Usage is as defined in the attachment.
4. The potential contractor agrees by submitting this certification that, should the proposed covered contract be entered into, it will not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, and/or the TDA, as applicable.

Do you have or do you anticipate having subcontractors under this proposed contract?

☐ Yes

☐ No

Form H2048
Page 2/01-2008

5. The potential contractor further agrees by submitting this certification that it will include this certification titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion for Covered Contracts" without modification, in all covered subcontracts and in solicitations for all covered subcontracts.
6. A contractor may rely upon a certification of a potential subcontractor that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered contract, unless it knows that the certification is erroneous. A contractor must, at a minimum, obtain certifications from its covered subcontractors upon each subcontract's initiation and upon each renewal.
7. Nothing contained in all the foregoing will be construed to require establishment of a system of records in order to render in good faith the certification required by this certification document. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Except for contracts authorized under paragraph 4 of these terms, if a contractor in a covered contract knowingly enters into a covered subcontract with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, Department of Health and Human Services, United States Department of Agriculture, or other federal department or agency, as applicable, and/or the TDA may pursue available remedies, including suspension and/or debarment.

**PART B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY AND VOLUNTARY EXCLUSION FOR COVERED CONTRACTS**

Indicate in the appropriate box which statement applies to the covered potential contractor:

- ☒ The potential contractor certifies, by submission of this certification, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any federal department or agency or by the State of Texas.
- ☐ The potential contractor is unable to certify to one or more of the terms in this certification. In this instance, the potential contractor must attach an explanation for each of the above terms to which he is unable to make certification. Attach the explanation(s) to this certification.

Name of Contractor	Vendor ID No. or Social Security No.	Program No.
TrueCare24, Inc.	47-431 7093	



Signature of Authorized Representative
Bimohit Bawa - CEO and Co-Founder

Printed/Typed Name and Title of
Authorized Representative

10-29-2024

Date

Texas Department of
Agriculture

Form H2049
January 2008

CERTIFICATION REGARDING FEDERAL LOBBYING
(Certification for Contracts, Grants, Loans, and Cooperative Agreements)

PART A. PREAMBLE

Federal legislation, Section 319 of Public Law 101-121 generally prohibits entities from using federally appropriated funds to lobby the executive or legislative branches of the federal government. Section 319 specifically requires disclosure of certain lobbying activities. A federal government-wide rule, "New Restrictions on Lobbying", published in the Federal Register, February 26, 1990, requires certification and disclosure in specific instances.

PART B. CERTIFICATION

This certification applies only to the instant federal action for which the certification is being obtained and is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with these federally funded contract, subcontract, subgrant, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions. (If needed, contact the Texas Department of Agriculture to obtain a copy of Standard Form-LLL.)

Form H2049
Page 2/01-2008

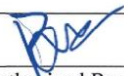
3. The undersigned shall require that the language of this certification be included in the award documents for all covered subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all covered subrecipients will certify and disclose accordingly.

Do you have or do you anticipate having covered subawards under this transaction?

☐ Yes
☒ No

Name of Contractor/Potential Contractor	Vendor ID No. or Social Security No.	Program No.

Name of Authorized Representative Bimohit Bawa	Title CEO and Co-Founder
---	-----------------------------



Signature – Authorized Representative

10-29-2024

Date

PROOF OF NO DELINQUENT TAXES OWED TO WEBB COUNTY

Name _____ owes no delinquent property taxes to Webb County.

TrueCare24, Inc. _____ owes no property taxes as a business in Webb County.
(Business Name)

_____ owes no property taxes as a resident of Webb County.
(Business Owner)

Bimohit Bawa

Person who can attest to the above information

*** SIGNED NOTORIZED DOCUMENT AND PROOF OF NO DELINQUENT TAXES TO WEBB COUNTY.**

The State of Texas
County of Webb

Before me, a Notary Public, on this day personally appeared Bimohit Bawa, know to me (or proved to me on the oath of _____) to be the person whose name is subscribed to the forgoing instrument and acknowledged to me that he executed the same for the purpose and consideration therein expressed.

Given under my hand and seal of office this 29 day of October 2024.

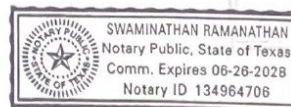
Notary Public, State of Texas



Swaminathan Ramanathan

(Print name of Notary Public here)

My commission expires the 26 day of June 2028.



Offeror: Complete & Return this Form with Response Submission.

House Bill 89 Verification

I, Bimohit Bawa, the undersigned representative of (company or business name) TrueCare24, Inc.
(heretofore referred to as company) being an adult over the age of eighteen (18) years of age, after being duly sworn by the undersigned notary, do hereby depose and verify under oath that the company named above, under the provisions of Subtitle F, Title 10, Government Code Chapter 2270:

1. Does not boycott Israel currently; and
2. Will not boycott Israel during the term of the contract.

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made ordinary business purposes; and
2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or an limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business association that exist to make a profit.

Bimohit Bawa
Signature of Company Representative

October 29, 2024
Date

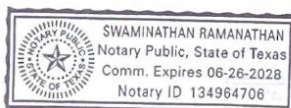
On this 29 day of October, 2024, personally appeared

Bimohit Bawa, the above named person, who after by me being duly sworn, did swear and confirm that the above is true and correct.

Notary Seal

[Signature]
Notary Signature

10/29/2024
Date



Offeror: Complete & Return this Form with Response Submission.
Senate Bill 252 Certification

SB 252 CHAPTER 2252 CERTIFICATION I, Bimohit Bawa, the undersigned representative of TrueCare24, Inc. (Company or business name) being an adult over the age of eighteen (18) years of age, pursuant to Texas Government Code, Chapter 2252, Section 2252.152 and Section 2252.153, certify that the company named above is not listed on the website of the Comptroller of the State of Texas concerning the listing of companies that are identified under Section 806.051, Section 807.051 or Section 2253.153. I further certify that should the above-named company enter into a contract that is on said listing of companies on the website of the Comptroller of the State of Texas which do business with Iran, Sudan or any Foreign Terrorist Organization, I will immediately notify Mr. Jose Angel Lopez III, Webb County Purchasing Agent at (956) 523-4125 or via email at joel@webbcountytx.gov

TrueCare24, Inc. Name of Company Representative (Print)



Signature of Company Representative

10-29-2024 Date