



The City of Vallejo Police Department
Request for Proposal (RFP)
Integrated Health And Resources Team



Introduction and Executive Summary

Aug 21, 2023

To,
The Procurement Officer,
Vallejo Police Department

Re: RFP 08-01-2023 Integrated Health And Resources Team (IHART)

We at TrueCare24 understand that it's never easy battling with mental health issues alone. Our company cares about your community members as much as you do and that's why we would like to offer our mental and behavioral health services to Vallejo Police Department for the Integrated Health And Resources Team (IHART) program in support of your mission to protect, preserve, and promote the health and well-being of all your community members to get the holistic care they may need.

For years, our organization has provided on-site skilled medical professionals to manage in-home health care needs, building a nationwide platform of care providers that are fully vetted, insured, and certified. We help organizations improve their 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 the areas of mental behavioral and physical health. Our team of licensed counselors works to provide support, expertise, and individualized care to our clients of all ages.

We hereby confirm that we understand the requirement of this Integrated Health And Resources Team (IHART) program and are well-equipped with all resources and the team to provide all the necessary services.

We believe no one should be alone in coping with mental 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!

Our company is headquartered at 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614, and delivers care across all 50 states. I can also be reached at +1 (408)-800-1262 or rfp_incoming@truecare24.com.

Our confirmation:

- We confirm that we accept all the terms and conditions of this RFP, all the addendums issued, and we have all the necessary licenses / certifications / approvals to execute this RFP.

- We also confirm that all information contained in this offer/proposal will remain valid during the entire selection process as required on this RFP.
- We confirm that we have no litigation or governmental or regulatory action pending against us or any outstanding taxes due to any state, regulatory or federal entity.

Sincerely,



Bimohit Bawa
Co-Founder and CEO
TrueCare24, Inc.

Background and Experience

Describe agency background and experience with public health preparedness, response and recovery work in the last 2-3 years. Provide information detailing the applicant's experience in conducting the same or similar work as described in the RFP. Describe approach to and experience with working collaboratively with other agencies (e.g. nonprofits, health care agencies, school districts, faith-based organizations, etc.), including coordination of work, division of labor and decision making process.

Bimohit Bawa and Leonid Popov formed the Corporation TrueCare24 in 2015 with the belief that everyone 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.

Earlier in 2020, when the pandemic was first recognized and began to spread, we were well-positioned to pivot our focus and resources to developing end-to-end return to work/school (RTW/S) solutions. RTW/S solutions include temperature checks, symptoms screening, contact tracing, and administration. In addition, we perform the collection, storage, and logistics management of PCR samples alongside our certified molecular lab partners for testing and results reporting to the authorities, our clients, and their employees and students. We are also an approved vaccinator in multiple states and partner with both local government entities and companies on vaccination services.

Our association with Assisted living facilities in various regions of the United States has been extremely enriching. Not only were we able to assist the residents in meeting all of their needs, but we were also able to provide referrals and take care of their behavioral and mental health needs. We provide counseling and behavioral health services.

Our attention to the operational details of managing programs leveraging our in-house automation or our lab partners' technology is a significant TrueCare24 differentiator in the marketplace. TrueCare24 engages

with human resources, environmental health and safety, and leading professionals across the United States. We have the personnel and the information management backbone available to manage this project seamlessly for the School Based Health Centers Mobile Unit 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 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. **This is why we were chosen by Gwinnett County Public Schools as one of their healthcare service providers this year.**

If chosen, this will be our first project to provide Mobile Community Crisis Intervention Team. because of the years of experience of having worked in the mental and behavioral health industry, we are certain that we would be able to successfully execute this program.

Our Mission

Every minute is precious. We want your community members 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 students dream of creating for themselves. We help your students move towards a healthier life so that their time is spent doing things they love.

Company Information

TrueCare24, Inc. has roughly 7 years of experience in providing equal access to high-quality care to a heterogeneous population (children, young adults, etc.) in areas pertaining to vaccination, substance abuse testing/prevention, counseling services, regardless of their income and status, so as make life easier in tough situations for them.

Our company is headquartered at 8270 Woodland Center Blvd PMB, 548, Tampa FL 33614-2401. Our CLIA number is 23D2200837, our DUNS is 079876026, and our FEIN # is 47-4317093. We can be reached at (415) 370-6558 or fax 855-913-2522. More information on our services can be found on our website www.TrueCare24.com.

Services We Offer

We provide a wide range of mental, behavioral and physical health services, both in-person and online, including psychological assessments, direct therapy, social and emotional well-being, 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 school responsibilities, psychiatric evaluation & treatment, and other personal problems that affect academics.

Administrative Capacity

We bring a wealth of experience and we can staff this project to ensure its success. This project will have a dedicated customer success lead who will be the single point of contact. Staffing/resources will be identified

upon award of contract within 5 business days. We are able to start the project execution within 5 working days of the award of the RFP and the signing of the contract.

Our project team members are professional mental behavioral and physical healthcare providers and counselors who have prior experience working with students in a variety of academic and non-academic settings, including day-care, homes, hospitals, and playschools. Our counselors have Licensed Clinical Social Workers (LCSWs) and Health workers possessing at least a Bachelor's degree in clinical psychology/social work/counseling.

Staffing Model

Describe how the agency is staffed (number of staff, volunteers, outreach workers) and how staff will be utilized to provide the services identified in your proposal. Describe plan for recruitment with timelines for hiring staff not yet selected

Response:

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 complete success of the project. Based on each requirement, we reach out to those who meet the minimum requirements (For example, LCSWs licensed in WA for a project in WA) from our service provider pool who would be available for the said project.

To exemplify it, we would like to offer a sample of the [Zocdoc profile for one of our LCSWs](#). Just as this sample professional would be an excellent fit for a specific position, we can select a provider to meet all the requirements made through this RFP.

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

Our simple and straightforward staffing patterns allows us to meet each project requirement and **fulfill the staff requirement at a record 14 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.

Agency Capacity:

TrueCare24's unique staffing models allow us to scale our staff numbers up or down, depending on the need. We have done so successfully in the past, when we were tasked with providing COVID-19 vaccinations and testing, where we were able to provide vaccination and testing services throughout the country.

We are able to hire as many nurses, therapists, counselors, physicians, social workers and other clinical and non-clinical staff as required for the program.

Supervision of staff

To ensure all services being provided are up to the standard, we assign supervisors for every team in each location. We also assign a POC and Project managers for each program who look after the entire program and ensure their success.

Current staff and staff to be recruited and hired

For this program we recommend the following staff/personnel:

1. Licensed clinical nurses
2. LCSWs or Counselors
3. Physicians/GPs or Physician's Assistant
4. Social workers
5. Program Manager
6. Supervisors (clinical)
7. Admin staff/ billing support staff
8. Yoga, meditation, arts and crafts, sports, dance, and other forms of holistic care service trainers

Point of Contact Resume

Contact

www.linkedin.com/in/bimohit
(LinkedIn)

Top Skills

Distributed Systems
Perl
Scalability

Bimohit Bawa

Founder, CEO at TrueCare24 | 500 Startups Batch 20
San Francisco Bay Area

Experience

TrueCare24 | #1 Senior Care AI & Automation platform
Founder, Chief Executive Officer
2016 - Present (7 years)
San Francisco

TrueCare24 is a nationwide Health & Wellness platform for families and businesses providing end-to-end solutions for COVID-19 testing, screening, vaccination, home care, and corporate well-being services. Your healthcare companion for your 24/7 Peace of Mind.

TrueCare24 is helping the Colorado state to enable Vaccination for all.
TrueCare24 is in the New York Times featured article helping businesses through the pandemic

ServiceSource
Principal Engineer
December 2013 - November 2014 (1 year)

Cisco Systems
Senior Software Engineer
August 2005 - November 2013 (8 years 4 months)
San Jose

I.B.M research
Summer Intern at Multimedia Research Labs at I.B.M T.J Watson
2005 - 2005 (less than a year)

Education

University of Pennsylvania
M.S.E, Computer and Information Science · (September 2003 - May 2005)

Indian Institute of Technology, Roorkee
B.Tech, Computer Science · (1998 - 2002)

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Proposed Team Staff Sample Resumes



PROFESSIONAL EXPERIENCE

ASILI WELLNESS LLC, [REDACTED] February 2017 - present

Holistic Clinical Psychologist/Registered Yoga Teacher (25 hours/week)

- Serve as founder and wellness practitioner of a holistic health company that offers sustainable products and holistic therapeutic services to nurture multicultural women's health and wellness.
- Psychotherapy specialties include Anxiety, Cultural/Racial Issues, Depression, Life Transitions, Military Culture, Mood, Relationship Issues, Self-Care, Self-Esteem, Sleep or Insomnia, Stress, Trauma, Wellness, and Women's Issues.
- Practice provides an integrative approach to addressing mental (emotional, psychological, social), physical, and spiritual health through yoga, talk therapy, mindfulness, meditation, wellness groups, and retreats.

VISN 19 CLINICAL RESOURCE HUB [REDACTED] March 2021 – March 2022

Clinical Psychologist (GS-13; 40 hours/week)

- Served as a psychologist within the Suicide Prevention National Telehealth Program (Suicide Prevention 2.0) and provided outpatient, evidence-based, suicide prevention psychotherapy services (such as Advanced Safety Planning Intervention, Problem-Solving Therapy for Suicide Prevention, and Dialectical Behavior Therapy) and Mindful Movement to Veterans across the Veterans Integrated Service Network (VISN).
- Provided other services aligned with suicide prevention needs (i.e., training, consultation, etc.) and conducted services virtually through Clinical Video Telehealth (CVT).
- Independently worked with Veterans and their families who were experiencing a wide range of complicated medical, psychiatric, emotional, behavioral, and psychosocial problems within the context of suicide risk and trauma.

ATLANTA VETERANS AFFAIRS HEALTH CARE SYSTEM, [REDACTED] April 2018 – March 2021

Clinical Psychologist (GS-13; 40 hours/week)

- Worked as Posttraumatic Stress Disorder (PTSD) clinician on the Military Sexual Trauma/Dialectical Behavior Team in the Trauma Recovery Program and provided therapy to Veterans and their families utilizing a full range of comprehensive, evidence-based psychotherapeutic interventions.
- Researched and initiated the implementation of Mindful Resilience Group, which allowed veterans to engage in mind-body education/connection/practice and Phase 1 treatment of their trauma and recovery.
- Co-facilitated two groups through the Trauma Recovery Program, including the Coping Skills Group and Mindful Resilience Group.
- Obtained certification as a Cognitive Processing Therapy (CPT) Provider through the National Center for PTSD.

PSYCHIATRIC ASSOCIATES OF WEST MICHIGAN PLC, [REDACTED] November 2015 - May 2017

Therapist (32 hours/week)

- Skilled in trauma-focused therapies, cognitive-behavioral therapy, brief counseling, and multi-modal therapies for individuals, couples, families, and groups of children through adults.
- Practice addressed the physical, emotional, spiritual, and social health of others while providing compassionate care and excellent services.

CORNERSTONE UNIVERSITY, [REDACTED] July 2014 – March 2018

Psychology Adjunct Instructor (Course/5 weeks term)

- Facilitated student learning and built an intentional learning community in which students were encouraged to express their ideas.
- Adhered to applicable academic and classroom policies as stated in the Faculty and Student Handbooks.
- Completed professional development and in-service activities by college standards and as assigned.

[REDACTED]

PINE REST CHRISTIAN MENTAL HEALTH SERVICES, [REDACTED] May 2014 - November 2015
Fully Licensed Clinical Psychologist (30 hours/week)

- Utilized evidence-based psychological services to treat an expansive range of mental health problems.
- Supervised six established clinicians in their practice of patients with existing Blue Cross Blue Care insurance.
- Served as triage clinician for Model of Care and reviewed daily requests for psychiatry urgent care access via outpatient clinics.

TYNDALL AIR FORCE BASE MENTAL HEALTH CLINIC, [REDACTED] June 2013 – March 2014
Licensed Clinical Psychologist (Contractor; 40 hours/week)

- Evaluated, treated, and conducted psychological testing with a weekly average of 30 Active Duty Air Force Members and other service members (i.e., Reservists, Guard, Active Duty Air Force, Army, Navy, and Coast Guard).
- Conducted clearance evaluations for Air Force members selected for advanced training.
- Delivered consultation services to other staff about the bio-psychosocial needs of patients and the impact of psychosocial problems on health care and compliance with treatment.

SAN ANTONIO MILITARY MEDICAL CENTER, [REDACTED] March 2012 - May 2013
Clinical Psychologist (GS-13; 40 hours/week)

- Evaluated and treated various complex psychological disorders involving service members via Video Tele-Conferencing (VTC).
- Provided Tele-behavioral health services for Active Duty Service Members at multiple military treatment facilities within Southern Regional Medical Command.
- Independently credentialed to complete Psychiatric Addendums for Medical Evaluation Boards.
- Conducted Mental Status Evaluations (MSE) for Soldiers selected for advanced training, including Recruiter, Drill Sergeant, and Sniper School, and Soldiers are facing administrative actions.

PINE REST CHRISTIAN MENTAL HEALTH SERVICES, [REDACTED] July 2008 - March 2012
Clinical Psychologist (40 hours/week)

- Rapidly promoted to **Supervising Clinical Psychologist** after one year of independent practice.
- Oversaw five established clinicians in their practice of patients with existing Blue Cross Blue Care insurance.
- Supervised four pre-doctoral psychology interns in their Caring Communities Outreach Ministries placements through the American Psychological Association (APA) Accredited Internship program.
- Effectively provided individual, marital, and family therapy to children/adolescents and adults at Campus Clinic.
- Actively served on Training Advisory Committee, Cultural Competency Task Force, Faith Community Outreach, and Caring Communities Operation Team.

EDUCATION

Doctor of Psychology (PsyD), Clinical Psychology, 2008

Master of Arts (MA), Clinical Psychology, 2006

Illinois School of Professional Psychology at Argosy University/Schaumburg (APA Accredited), Schaumburg, Illinois

Master of Public Health (MPH), Social & Behavioral Health, 2004

Texas A&M University School of Rural Public Health (APHA Accredited), Bryan, Texas

Bachelor of Arts (BA), Psychology, 2002

Spelman College, Atlanta, Georgia

LICENSURES/CERTIFICATIONS/CREDENTIALS

Licensed Psychologist: Georgia, 2018 ID# PSY004171; Michigan, 2009 ID# 6301013929; PSYPACT

Registered Yoga Teacher- 500 Hours: August 2022, 300 Hours; September 2021 and 2019: 200 Hours each

National Register Health Service Psychologist credential #53616

[REDACTED] 2

Contact

(Company)

Top Skills

Program Development

Psychology

Mental Health

Certifications

Licensed Clinical Social Worker

LCSW, MSed
New York

Summary

My clinical training includes observation, assessment, and implementation of therapeutic interventions for young children and families. With a strong background in child and family development, I focus on the importance of attachment relationships and understanding the context around children's behaviors in order to support positive social-emotional growth across different settings.

Experience

The Parkside School
Clinical Social Worker
September 2021 - Present (10 months)
New York, New York, United States

Women In Need, Inc. (Win)
Youth Care Coordinator
August 2017 - August 2021 (4 years 1 month)
Greater New York City Area

Rebecca School
Teacher Assistant
October 2016 - June 2017 (9 months)
Greater New York City Area

Jewish Board of Family and Children's Services
Social Work Intern
September 2015 - June 2016 (10 months)
Greater New York City Area

NYC Health + Hospitals
Social Work Intern
September 2014 - June 2015 (10 months)
Bellevue Hospital

Footsteps, Inc
Program Associate
September 2013 - August 2014 (1 year)

UW-Madison Preschool Lab
Assistant Teacher
September 2012 - December 2012 (4 months)

The Quad Manhattan
Psycho-social Intern
June 2011 - August 2011 (3 months)

Education

Bank Street College of Education
Master's Degree, Infant and Family Development & Early
Intervention · (2014 - 2017)

Silberman School of Social Work at Hunter College
Master's Degree · (2014 - 2017)

University of Wisconsin-Madison
Bachelor's Degree, Human Development and Family Studies · (2009 - 2013)

Unit Requirements

Describe the mobile crisis response vehicle set-up that the ART will require, equipped with the necessary supplies to operate the program. The van or vehicle should also provide a safe space to sit with, talk to, and provide care for clients

Response:

Here are some of the things that should be included in the mobile crisis response vehicle set-up:

- A safe space for clients: The vehicle should have a comfortable and private space for clients to sit and talk to the MCT team. This space should be equipped with comfortable seating, such as couches or chairs, and should be free of distractions.
- Supplies for crisis intervention: The vehicle should be stocked with supplies that the MCT team may need to provide crisis intervention, such as:
 - First-aid kit
 - Naloxone
 - Crisis intervention guides and resources
 - Communication devices, such as radios and cell phones
- Technology for communication and documentation: The vehicle should be equipped with technology that the MCT team can use to communicate with each other and with other agencies, such as:
 - Radios
 - Cell phones
 - Laptop computers
 - Document cameras
- Other supplies: The vehicle may also need to be stocked with other supplies, such as:
 - Water
 - Snacks
 - Clothing
 - Personal hygiene items
 - Toys and games
- The specific items that are included in the vehicle set-up will vary depending on the needs of the MCT program and the resources available. However, the goal is to create a safe and comfortable space where clients can receive the care they need.

In addition to the physical set-up of the vehicle, it is also important to consider the following factors when designing the mobile crisis response program:

- Staffing: The MCT team will be staffed with qualified professionals who have experience in crisis intervention.
- Training: The MCT team will receive ongoing training on crisis intervention and mental health issues.
- Protocols: The MCT team will be given clear protocols for responding to crisis calls.
- Evaluation: The MCT program will be regularly evaluated to ensure that it is meeting the needs of the community.

By carefully considering all of these factors, we will help the City create a mobile crisis response program that is effective and beneficial to the community.

Insurance Requirements

Include a statement that respondent can meet the City of Vallejo's insurance requirements (Exhibit B) and note any exceptions respondent would request.

Response:

We hereby confirm that we can meet the City of Vallejo's insurance requirements as outlined in Exhibit B of the Professional Services Agreement. We have a current insurance policy with the following coverage:

- General liability: \$2,000,000 combined single limit per occurrence
- Automobile liability: \$1,000,000 combined single limit per accident
- Workers' compensation and employers liability: Workers' compensation limits as required by the Labor Code of the State of California and Employers Liability limits of \$1,000,000 per accident
- Deductibles: None
- Self-insured retention: None
- Other insurance provisions:
 - The City is named as an additional insured on all policies
 - The insurer has waived all rights of subrogation against the City
 - The policies are in force and will remain in force for the duration of the contract

We understand that the City reserves the right to require complete, certified copies of all required insurance policies at any time. We will provide these copies to the City upon request.

We also understand that we are required to include all subcontractors as insured under our policies or to furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors will be subject to all of the requirements stated in Exhibit B.

We are confident that we can meet the City's insurance requirements and provide the necessary coverage for all of the work that will be performed under this contract.

We do not have any exceptions to the insurance requirements that they would request.

References

Provide references from law enforcement agencies or local government agencies that have used your organization's services for mobile mental health related programs. The following should be included: 1. Agency Name 2. Agency contact name, telephone number and email address. 3. Length of time partnering to provide similar services

Response:

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 were also selected as a BH Provider in **Milwaukee for their Wraparound program.**

Reference 1

Company Name: Solana Vintage Park	Contact Person: Denise Hoffman
Address: 9929 Chasewood Park Dr.	Telephone Number: 281-320-9000
City, State, Zip: Houston, TX, 77070	E-mail Address: dhoffman3@brookdale.com
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: TrueCare24 has been providing quality services to our residents, increasing mental health estate and even increasing some clients' drive to partake in activities!

Reference 2

Company Name: Ridgeview Post Acute Rehab	Contact Person: Sarah Schultz
Address: 5230 E 66th Way	Telephone Number: 303-345-3073
City, State, Zip: Commerce City, CO 80022	E-mail Address: sshultz@ensignservices.net
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: TrueCare24 has provided quality Mental Health Counseling for many of our residents.

Reference 3

Company Name: Liberty Heights	Contact Person: Diane Armstrong
Address: 12205 Gunstock Dr	Telephone Number: 312-673-4333
City, State, Zip: Colorado Springs, CO. 80921	E-mail Address: darmstrong@senioritestyle.com
Services Provided: ALF assistance and behavioral health services including therapy sessions to the residents	Feedback: TrueCare24's LCSW that has been coming to see our clients is extremely professional. They keep us updated on all aspects of their services.

Diversity

Respondents should provide a statement on how they plan to approach the diverse population of Vallejo

Response:

We recognize that Vallejo is a diverse city, with a wide range of cultures, languages, and experiences. We believe that it is important to approach this diversity with respect and understanding. We will do this by:

- Providing services in multiple languages. We will make sure that our services are available in the languages that are spoken by the people we serve.
- Training our staff on cultural competency. We will train our staff on how to understand and appreciate the cultures of the people we serve.
- Creating a welcoming and inclusive environment. We will create an environment where everyone feels respected and valued, regardless of their background.
- Partnering with community organizations. We will partner with community organizations to ensure that we are meeting the needs of the diverse population of Vallejo.

We believe that by taking these steps, we can build a more inclusive and welcoming city for everyone.

Here are some specific examples of how we can implement these steps:

- We can provide translated materials, such as brochures and intake forms, in the languages that are spoken by the people we serve.
- We can train our staff on cultural humility, which is the ability to understand and appreciate the perspectives of others, even if they are different from our own.
- We can create a welcoming environment by using inclusive language and by displaying images and symbols that represent the diversity of our community.
- We can partner with community organizations that are working to serve the diverse population of Vallejo.