

Attachment A Statement of Work

A. CONSULTANT shall manage and provide health and health-related screening services (as described below) to seniors at five (5) one-stop Comprehensive Senior Centers and the additional Senior Nutrition Centers as listed in Attachment C-1, the List of Senior Nutrition Centers, in accordance with the following provisions:

1. Service goal: CONSULTANT shall provide high quality, proactive health and health-related screening services, using industry best practices, in a manner that furthers the mission that every senior in the community have a medical home, and that every senior have the opportunity to take advantage of timely preventive health services, to address acute episodes before they become even greater problems, and to develop relationships that will facilitate continuity of care.
2. Comprehensive Senior Centers (5):
 - District 1 Westend Park Senior Center, located at 1226 NW 18th Street, San Antonio, Texas 78207;
 - District 4 Willie Cortez Senior Center, located at 5512 S.W. Military, San Antonio, Texas 78242;
 - District 5 Senior Center, located at 2701 South Presa, San Antonio, Texas 78210;
 - District 8 Bob Ross Senior Center, located at 2219 Babcock Road, San Antonio, Texas 78229;
 - District 10 Northeast Senior Center, located at 4355 Center Gate, San Antonio, Texas 78217
3. Additional Senior Nutrition Centers: CONSULTANT shall provide the services described herein to eligible seniors at the additional senior center sites listed in Attachment C-1, the List of Senior Nutrition Centers, and at any additional senior nutrition centers that may be added to Attachment C-1 by the CITY from time to time during the term of this CONTRACT.
4. Hours of Operation: CONSULTANT shall perform and provide the services described herein to eligible seniors at Senior Nutrition Centers based on a tiered schedule as specified in Attachment C-1, List of Senior Nutrition Centers. Additionally, CONSULTANT may be asked by CITY to perform services on occasional weekends or evenings during peak seasonal times, such as when immunizations are necessary.
5. Eligibility: Eligible seniors are seniors age sixty (60) and older.
6. Scheduling: CONSULTANT shall schedule health assessments and screenings at the five (5) Comprehensive Senior Centers by appointment to ensure that the clinic has the appropriate staff and supplies needed for that day. This also ensures that the clients do not have excessive wait times due to unscheduled appointments. CONSULTANT shall use its best efforts to accommodate the occasional influx of walk-ins who may require services, to the extent CONSULTANT's schedule permits and staff is available.
7. Referrals: CONSULTANT shall refer, as appropriate, seniors to physicians or clinics for further evaluation, treatment and follow-up of health conditions that were identified in the diagnostic appointment so that the seniors receive necessary or advisable medical treatment.
8. Minimum Staffing: CONSULTANT shall ensure that appropriate staff be present to provide all appropriate health-related services at each of the Senior Nutrition Centers and for the times described in Attachment C-1, the List of Senior Centers. CONSULTANT shall also endeavor to have a dental hygienist and a dentist rotate through the four Comprehensive Senior Centers once a week on a weekly basis, contingent upon the availability of funding and services through CONSULTANT'S approved dental partners. Additionally, CONSULTANT shall ensure provision of a health coach, who shall provide education and reinforce healthy behaviors, to the five (5) Comprehensive Senior Centers on a weekly scheduled basis up to 24 hours per week, and at the Additional Senior Centers based on the tiered schedule in Attachment C-1.

9. Health and health-related services: CONSULTANT shall perform the following for seniors at the Comprehensive Senior Centers:

- a. Health risk assessments and age-appropriate screenings for the following conditions as recommended by the US preventive Services Task Force Guidelines:
 - Diabetes mellitus
 - High blood pressure checks
 - Lipid disorders, including screening of total cholesterol.
 - Obesity, including the use of Body mass Index (BMI) to include intensive counseling and behavioral interventions to promote sustained weight loss for obese adults.
- b. Vision screenings
- c. Hearing assessments
- d. Annual influenza immunization, and all necessary vaccine supply, medical equipment, and personnel for administration
- e. Health education/prevention classes, to address such conditions with special emphasis on evidence-based disease prevention and health promotion programs including but not limited to the following:
 - Diabetes and the Stanford Diabetes Self management Training Program (DSMP)
 - Hypertension
 - Heart disease
 - Nutrition
 - Exercise
 - A Matter of Balance, Fall prevention
 - Chronic disease management and the Stanford Chronic Disease Self-Management Program (CDSMP)

10. Biomedical hazard removal: In the event that CONSULTANT generates biomedical hazardous materials in the course of performing services under this CONTRACT, then CONSULTANT shall dispose of such materials in accordance with applicable law and industry best practices.

B. Call center: CONSULTANT shall provide seniors access to a dedicated call center for free qualification and renewals to the Medicare Savings Programs.

C. Reporting: CONSULTANT shall submit to the Department of Human Services such reports as may be required by the CITY, including a Contract Monitoring Report in the form provided to CONSULTANT by CITY. The Contract Monitoring Report is to be submitted by the CONSULTANT no later than the 10th calendar day of each month. CONSULTANT ensures that all information contained in all required reports submitted to CITY is accurate.

D. Marketing Program: CONSULTANT, utilizing its marketing department and in collaboration with CITY, shall create a marketing program to develop a variety of bilingual (Spanish/English) print, television and radio promotional and outreach materials to be distributed, produced, and presented at the targeted city sites and at related community events to inform seniors about available services. CONSULTANT commits to expend no less than \$25,000.00 during the term of the CONTRACT for the marketing program. CITY acknowledges and agrees that CONSULTANT may include in any of its marketing materials during the term of the CONTRACT, that CONSULTANT is the exclusive provider of health and health-related services at the Senior Centers listed in Attachment C-1, the List of Senior Centers, with the exception of the District 8 Bob Ross Senior Center.

E. Meetings and Presentations: CONSULTANT's representative shall attend meetings with CITY staff relating to administration and performance pursuant to the CONTRACT, and shall make presentations as requested by the CITY at CITY events, including, but not limited to, CITY health fairs or before City Council and its subcommittees.

F. Needs Assessment and Additional Services: CONSULTANT shall engage in an annual needs assessment, which shall be an assessment identifying additional necessary, preventative or optional health assessments, health screenings, or health education other than that which will be provided by CONSULTANT under this CONTRACT. CONSULTANT shall submit a proposal to implement the provision of additional services no less than 45 days after the CONTRACT commences and 45 days after each successive year of the CONTRACT, all at no cost to the CITY.

G. Performance Measures: CONSULTANT shall provide, oversee, administer, and carry out all activities and services in a manner satisfactory to the CITY and in compliance with the Performance Measures affixed to the CONTRACT as Attachment B.

Attachment B

ANNUAL PERFORMANCE MEASURES	
Number of unduplicated seniors to receive cost free health screening services at Comprehensive Senior Centers	Value 375
Number of health risk assessments and age-appropriate screenings provided at Comprehensive Senior Centers	Value 6,250
Number of health education/prevention classes provided to seniors at Comprehensive Senior Centers	Value 250
Number of seniors who attended health education/prevention classes provided at Comprehensive Senior Centers	Value 250
Number of senior SNP participants who received immunizations including but not limited to pneumococcal vaccine and annual influenza immunization at a senior center or city sponsored event	Value 2,000
Number of vision screenings provided to seniors at senior Comprehensive Senior Centers	Value 625
Number of hearing screenings provided to seniors at Comprehensive Senior Centers	Value 625
Number of dental services provided to seniors at Comprehensive Senior Centers	Value 750
Number of seniors who established a medical home	Value 300
Number of seniors who receive cost free health screening services through a mobile health unit	Value 2,000
Number and % of participants with high customer satisfaction and high service satisfaction	Value 95%