

**EXHIBIT A**  
**SCOPE OF WORK**

1. AUTHORITY

This contract is necessary in order to respond to and mitigate the devastating effect of the COVID-19 pandemic on California, its economy, and residents. The California Government Operations Agency ("GovOps") and the County of Napa ("Contractor"), independently a "Party" and collectively "Parties," enter into this Agreement pursuant to paragraph 2 of Governor Gavin Newsom's Proclamation of a State of Emergency dated March 4, 2020, which is also consistent with Public Contract Code sections 1102 and 10340(b)(1).

2. GENERAL BACKGROUND

The COVID-19 pandemic has had a disproportionate impact amongst California's diverse population groups. The state must work to ensure a fair and equitable distribution, allocation, and administration of the COVID-19 vaccine to those population groups that have been most impacted. The goal of this agreement is to accelerate COVID-19 vaccinations to the most vulnerable, high-risk populations within the Contractor's jurisdiction. The expectation is that the Contractor will exclusively and quickly deploy the funding provided via this agreement for that sole purpose.

3. Contract Goal

Conduct grassroots outreach related to COVID-19 vaccines and how to access vaccination appointments across the County of Napa, with a special focus on those population groups most impacted by the COVID-19 pandemic.

4. Tasks, Metrics, and Deliverables

A. Contractor agrees to perform all the following COVID-19 vaccine related activities:

1. Reduce barriers for the population groups most impacted by the pandemic by supporting community members who want to receive the vaccine with the registration process and booking of appointments.

- I. Activities: Work with the Local Health Jurisdiction (LHJ) and approved vaccinators to help register community members for upcoming vaccine clinics, coordinate outreach events with upcoming clinics, gauge interest and scope out potential locations for mobile (pop-up) clinics in specific neighborhoods most impacted by COVID-19.
2. Promote upcoming vaccine clinics (including mass site and mobile clinics).
  - I. Activities: Conduct outreach at grocery stores, religious events and flea markets to promote upcoming clinics and help people understand registration process, work with individuals who experience barriers associated with access and functional needs to facilitate vaccination by removing barriers to access (e.g. coordination for an at home vaccine, support with transportation, etc.).
3. Work with existing clients, particularly those without a medical home, in understanding how to establish care with OLE Health, the sole FQHC in the County of Napa and with the vaccine registration process.
  - I. Activities: Call existing clients to answer COVID-19 and vaccine questions and, if needed, support them with the registration process, and provide education on how to access non-urgent care.
4. Work with trusted community leaders and frontline workers to address vaccine hesitancy and fears by offering educational opportunities via grassroots outreach and engagement efforts.
  - I. Activities: Conduct Door-to-door outreach (dropping off flyers/information) in areas with lowest vaccine penetration rates, grocery store outreach, virtual presentations to parent groups and community in general, working with trusted leaders in neighborhoods to ensure community members have

accurate information and understand ways to prevent COVID-19, including the vaccine.

5. Use the tracked qualitative and quantitative data to make informed decisions about where to focus efforts.

- B. Contractor agrees to track the following quantitative and qualitative data and report on this data as part of the required progress report and final report mandated in Section 4 C.

**Metrics to be Tracked**

Deliverable	Quantitative data	Qualitative data
Clinic registration process (including, reaching out to client lists) and vaccine clinic promotion	<ul style="list-style-type: none"> <li>• No. of individuals reached</li> <li>• No. of individuals registered</li> <li>• No. who have already been vaccinated and do not need appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Information on why people refuse, if they do. Previous barriers to access, etc. (to be done by standard survey applied across all sites to be able to compare data)</li> </ul>
Targeted Outreach and Engagement Activities	<ul style="list-style-type: none"> <li>• No. of people reached by event</li> <li>• No. of people registered for an appointment at outreach event</li> </ul>	<ul style="list-style-type: none"> <li>• Types of materials distributed, locations of outreach and engagement activities, etc. sectors who request support.</li> </ul>
Sharing vaccine penetration data with community partners	<ul style="list-style-type: none"> <li>• No. of people reached</li> <li>• No of people registered for appointment via event</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted areas to improve penetration data and disproportionalities. Assess whether interventions are successful in review of data collected.</li> </ul>

C. Upon execution of this agreement, Contractor agrees to perform all the Activities described in Section 4 A and 4 B over the **term of the Agreement**. Contractor agrees that all activities will be completed no later than **May 31, 2023**.

Contractor agrees to submit to GovOps a progress report on September 30, 2021 and January 31, 2022 describing all activities conducted up until that date, and a final report describing all activities completed along with the associated metrics tracked by June 30, 2023. The progress report and final report format shall be at the discretion of the Contractor.

5. Reporting & Ways of Working

During the term of this contract, the Contractor shall report to Justyn Howard, Deputy Secretary, California Government Operations Agency. Contractor shall also engage collaboratively with other entities and individuals, as designated by Justyn Howard, who are involved with the operations, distribution, and administration of the COVID-19 vaccine throughout the State of California.

The Project representatives during the term of this Agreement shall be:

Government Operations Agency

Name: Justyn Howard  
Phone: (916) 651-9011  
Email: [Justyn.Howard@govops.ca.gov](mailto:Justyn.Howard@govops.ca.gov)

County of Napa

Name: Shalon Jones  
Phone: 707-253-4217  
Email: [shalon.jones@countyofnapa.org](mailto:shalon.jones@countyofnapa.org)

All inquiries related to this agreement shall be directed to:

Government Operations Agency

Name: Michael Miyao  
Phone: (916) 651-9011  
Email: [Michael.Miyao@govops.ca.gov](mailto:Michael.Miyao@govops.ca.gov)

County of Napa

Name: Abby Ellison  
Phone: 707-253-4290  
Email: [abby.ellison@countyofnapa.org](mailto:abby.ellison@countyofnapa.org)