

SOCIAL-SERVICE CRISIS TEAM REQUEST FOR PROPOSAL – ADDENDUM

CITY OF BURLINGTON, VERMONT

SOCIAL-SERVICE CRISIS TEAM REQUEST FOR PROPOSAL – ADDENDUM

Request for Proposal posted Tuesday, March 15, 2022

Proposals due by Friday, April 15, 2022

<https://www.burlingtonvt.gov/RFP/social-service-crisis-team>

Section V. B. of the RFP stated that “questions, requests for clarification, and/or comments must be received by 3:00 PM on Friday, April 1, 2022. ... Answers will be posted via addendum to this RFP online at the RFP site by Wednesday, April 6.” The following questions were submitted by potential respondents. Questions are in black; answers are in **blue**.

Please expand on the expectations for on-call services outside of routine business hours. Is the expectation for on-call in-person availability, phone availability, other? Is the expectation that the five primary full-time employees would be the same individuals who are on call outside routine business hours? What does “outside business hours” mean – is that anytime between 7pm and 8am M-Sat, and 24 hours for Sundays (i.e., 24/7 coverage)?

The last sentence of Section I is “On-call hours will be necessary outside of routine business hours.” This is repeated in Section II. A. The expectation is on-call in-person availability that extends to all hours. As a reference, the six general detectives of the Detectives Services Bureau (DSB) of the Burlington Police Department (BPD) provide 24-hour on-call coverage by rotation. For the purposes of this RFP, whether those on-call persons are the same individuals as the FTEs is at the discretion of the respondent.

What is the agreement in place between Burlington and UVMHC regarding this proposed model to provide oversight and training of the medical staff as outlined in Section II D. B.? Are specific trainings or consultation processes outlined already?

No agreement is currently in place, but this stipulation was at the request of consultation with personnel from UVMHC after consultation on the RFP. It is modeled on the fact that UVMHC collaborates to set credentialing criteria, approves developed protocols, and provides case-by-case direction for the Burlington Fire Department’s services.

Is the expectation that a clinician and medical professional would respond together to all calls? How are the medical, clinical, and supervisory staff meant to be utilized in the provision of direct client services through the business hours?

Whether either a clinician or a medical professional or both are required would be determined on a case-by-case basis. The provision of direct, in-person client services for people in crisis is

SOCIAL-SERVICE CRISIS TEAM REQUEST FOR PROPOSAL – ADDENDUM

the RFP's goal. Whether the supervisory staff contribute to that is at the discretion of the respondent.

Seeing that BPD Dispatch will deploy the Team, and there is an expectation that the Team will collaborate closely with law enforcement, will the staff hired have access to police databases, be cleared through police background checks, and be given office space at the BPD? Will they be invited/required to participate in BPD roll call or other meetings to coordinate care? Will BPD offer any assistance with staff training, particularly with regard for negotiation expectations?

Members of the Team will be required to undergo police background checks and training around Criminal Justice Information Services, and, dependent on those results, members will be granted access to the Valcour system at One North Avenue. It is not anticipated that permanent, dedicated office space will be provided. Attendance at roll calls would not be mandated (although Team members may find it beneficial), and other meetings around coordinating care are likely. BPD will provide information about training, including negotiator training, that the respondent can arrange or obtain.

How much funding is available? Will the city continue to fund the service in future years?

Funding is secured for FY23 and will be discussed further with the selected respondent.

Where can an applicant learn more about the research protections as they relate to the requirements to engage with RTI International described in Section III G? Potential respondents would like clarity with regard to the following areas:

- Has the project been submitted to an IRB in Vermont?
- What data elements will be required to be shared (from respondent to RTI)?
- What would be the specific confidentiality protections that related to 42 CFR part 2?
- What is the RTI consent process and how will involved parties be informed if their data is shared or used for research purposes?
- How would the controlled trial methodology work, particularly with randomized police calls? Would staff observations be of only staff meetings or include client interaction or services? What would be the consent practice for staff in these observations? What if a client refuses to participate or will not consent to be observed?
- How and to whom will the results of the RTI research/evaluation project be shown?

We can provide a contact at RTI to respondents to answer these questions.

SOCIAL-SERVICE CRISIS TEAM REQUEST FOR PROPOSAL – ADDENDUM

Please describe how you envision this program coordinating with other response needs and resources within Chittenden County?

The goal is for the Team to integrate into the already existing collaborative framework that is currently happening between both City personnel (e.g., police and Community Support Liaisons) and nonprofit staff (e.g., Howard Center Street Outreach and First Call). One example of this work is the Community Outreach Team Meeting, which includes members from the Chittenden Valley Office of Economic Opportunity (CVOEO), the Howard Center, Spectrum, the City of Burlington, Community Health Centers of Burlington, and UVMHC. Another example is the co-deployment of CSLs and Street Outreach staff; members of both teams routinely respond to incidents based on a client-centered approach and coordinate care. City of Burlington personnel will assist the Team by providing connection, support, and introductions to community partners.

#