



Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM

**5:00 pm, Bushor Conference Room, 1st Floor City Hall OR Remotely via ZOOM:
Please click the link below to join the webinar:**

**<https://zoom.us/j/94984813154>
Or Telephone: +1 646 931 3860 US
Webinar ID: 949 8481 3154**

****CCTV link: https://www.youtube.com/playlist?list=PLIjLFn4BZd2PwCge7lNoKug676jIf_iUA ****

**To participate in Public Forum in person, sign up at the meeting.
To participate in Public Forum via ZOOM sign up here:
<https://www.burlingtonvt.gov/citycouncil/publicforum>**

Do not sign up in person and via Zoom - select one only

1. Agenda

Subject	1.1. Motion to adopt agenda
Meeting	July 24, 2023 - Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM
Category	1. Agenda
Department	Council and Board
Type	Action Procedural
Recommended Action	Motion to adopt agenda

2. Public Forum

Subject	2.1. Verbal Comments
Meeting	July 24, 2023 - Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM
Category	2. Public Forum
Department	Council and Board
Type	Action Procedural

3. For Approval and Recommendation to the City Council

Subject	3.1. Replacement Hot Water System and Boiler at Paquette Arena in Leddy Park - BPRW
Meeting	July 24, 2023 - Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM
Category	3. For Approval and Recommendation to the City Council
Department	Parks, Recreation, & Waterfront
Type	Action
Recommended Action	to approve and authorize the execution of a contract with Energy Efficient Investments, Inc., for a price not to exceed \$691,561.00 to replace the domestic hot water system and boiler, and to authorize Cindi Wight, Director of Parks, Recreation & Waterfront to execute the contract and any related documents needed to carry out the project, subject to review by the City Attorney's Office

Subject	3.2. Burlington CARES Overview, Position Requests, and Structure - Police
Meeting	July 24, 2023 - Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM
Category	3. For Approval and Recommendation to the City Council
Department	Police Department
Type	Action
Recommended Action	The Burlington Police Department respectfully requests that the Board of Finance recommend the creation of: • One (1) Burlington CARES Clinical Supervisor, a Regular, Exempt, AFSCME, Grade 20 position. • Two (2) Burlington CARES Clinicians, a Regular, Exempt, AFSCME, Grade 19 position.

4. Adjournment

Subject	4.1. Motion to adjourn
Meeting	July 24, 2023 - Special Board of Finance Meeting - Monday, July 24, 2023, 5:00 PM, Bushor Conference Room 1st Floor, City Hall OR REMOTELY via ZOOM
Category	4. Adjournment
Department	Council and Board
Type	Action Procedural
Recommended Action	Motion to adjourn

MEMO

Date: July 24, 2023

To: Board of Finance and City Council

From: Kim Bleakley, Central Facilities Manager, Department of Parks, Recreation & Waterfront

CC: Cindi Wight, Director; Deryk Roach, Parks and Central Facilities Superintendent

Re: Replacement Hot Water System and Boiler at Paquette Arena in Leddy Park

I. Purpose

This memo seeks approval to execute all necessary contracts and budget approvals to replace the domestic hot water system and failed boiler system and the Gordon H. Paquette Ice Arena in Leddy Park.

II. Background

The Paquette Ice Arena is a home for the community to enjoy hockey games, skating lessons and free skate to all ages and abilities. A year ago, complaints started to arise that the hot water in the showers was failing. While troubleshooting and deciding the best way to move forward with the domestic hot water challenges, the boiler failed. The City understands that the Arena is an integral space for our community and a solution is needed quickly. This project was not previously identified for funding, but as it has become an urgent facility need, the Team is working hard to identify and secure sources of funding.

III. PROCESS

In March 2023, the Central Facilities team posted an RFP to work with an Energy Performance Contractor (EPC) for City buildings. The Central Facilities team received a proposal from one contractor that met our needs, Energy Efficient Investments (EEI). The goal of having an EPC on hand is to streamline the design and construction of any energy efficiency project at a City building to get closer to the City's Net Zero Energy goals, while also managing the various constraints of building structure, age and budget. We know that we are getting a fair price because EEI leverages their internal resources, engineers and city-preferred contractors to put together a comprehensive and cost effective solution to each project they address. Unless hazardous materials or severe existing code issues are uncovered during construction, EEI does not request additional funds to complete the project, such as reasonable change orders. The local EEI team uses their considerable HVAC and construction experience to ensure the entire covered, the costs are controlled, and a turnkey system is delivered upon completion. In addition, their pricing is "open book" in that they will show exactly how we arrived at the proposed project cost, including providing copies of subcontractor proposals.

Exploring this project, and finding the best solution for cost, timeline and energy efficiency, we explored an all-electric option, and also an option to stay with natural gas. While moving this project forward with an all-electric option is intriguing, there are several challenges associated with it. Getting all-electric equipment will most likely take a minimum of 6 months, and could easily take 12 months to be delivered.



As far as the cost goes, the equipment itself will most likely be 80 – 100% more expensive. This is a rough estimate, but based in educated reality.

One way to be successful with an all-electric system would be to dig up the parking lot, which provides a cap for the old rendering plant, and install a geothermal system. We would work on this for the next year, and would probably spend in the ballpark of \$1M to accomplish the geothermal part of this project (plus soil costs). To add, a geothermal system may need to be redone in 20 – 25 years.

Another item which would need to be planned for is the electric infrastructure itself for the building. Most likely, we would need a large upgrade, which we would work on with BED. This cost is undetermined. To summarize, an all-electric option would be a lengthy and more expensive option. We also explored staying with a natural gas solution.

As specified, this project can be done before the winter sets in. The system is 96% efficient, and, if we choose to do so, we can purchase renewable gas credits (RNG) from VGS to be Net Zero Energy for this specific addition. This specified solution also includes adding controls for maximum efficiency, and correcting voids in the building where current piping is located. Adding to this, as we have time to plan to move this building forward, the gas system will work in size and functionality with the future system, again bringing us to NZE or as close to it as possible, and be part of a future energy performance contract. To summarize, moving forward with this option is appropriate for the timeline, more cost effective, can be Net Zero Energy for this project, and work with a future upgrade to bring the entire building to Net Zero Energy, or as close as possible for us to attain.

Please note the following dates associated with the RFP for our EPC:

Issued: March 15, 2023

Questions Due: March 22, 2023 12:00 PM

Post Answers: March 27, 2023 12:00 PM

Due: April 3, 2023

IV. PROJECT FUNDING SOURCES, BUDGET AND ESTIMATES

Confirmed funding for this project is coming from Facilities Contingency and existing FY23 & FY24 Capital bond funds budgeted for replacing the roof top units at the Miller Center (to require a BA). To fill the budget gap for this project, City staff have proposed this project for the Building Communities grant, which would provide an additional \$25,000 if awarded. In addition, the Capital Program Director has committed to working with the Central Facilities Team to find the remaining \$297,000, likely from Capital Contingency funds. Understanding that this project is a high priority for the City, the Capital Committee was briefed on the potential Building Communities grant opportunity and future Central Facilities request at its June 29, 2023, meeting and was generally supportive.

Funding Sources & Budget	
FY23 Facilities Capital Contingency	\$50,000.00
FY24 Facilities Capital Contingency	\$25,000.00



Miller Funding FY '23 and FY '24	\$295,000.00
Grant: Building Communities	\$25,000.00
Possible Capital Contingency	\$296,561.00
Total Budget	\$691,561.00
Contractor bid	\$691,561.00
Contingency	
Total Project Estimate	\$691,561.00

Due to budget at this time, there is no contingency for this project.
Additionally due to budget, the ice arena itself will not be sharing in the cost of this project.

V. SCHEDULE

The anticipated project schedule is as follows:

- March 2023 RFP issued for Energy Performance Contracting services
- July 2023: Board of Finance (contract approval)
- July 2023: Contract signed
- Ordering of material starts immediately

DEPARTMENT RECOMMENDATION

Board of Finance Motion:

To approve and authorize the execution of a contract with Energy Efficient Investments, Inc., for a price not to exceed **\$691,561.00** to replace the domestic hot water system and boiler, and to authorize Cindi Wight, Director of Parks, Recreation & Waterfront to execute the contract and any related documents needed to carry out the project, subject to review by the City Attorney's Office.



City Council Motion:

To approve and authorize the execution of a contract with Energy Efficient Investments, Inc., for a price not to exceed \$691,561.00 to replace the domestic hot water system and boiler, and to authorize Cindi Wight, Director of Parks, Recreation & Waterfront to execute the contract and any related documents needed to carry out the project, subject to the review of the City Attorney's Office.

To approve and authorize the Capital bond funds budgeted for replacing the RTU's at the Miller Center in FY '23 and FY '24 to be transferred for payment to this project.

Board of Finance and City Council Submission Checklist

Department: BPRW Submitter: Kim Bleakley

Title/Subject: Paquette Arena Domestic Hot Water and Boiler Replacement

	Approval:	Meeting Date:
☒	Board of Finance	7/24/2023
☒	City Council	7/24/2023
☐	Concurrent	Click or tap to enter a date.

This form must be completed by the person submitting the materials, and sent with the final submission. Please do not indicate that a signoff was received until it has actually been obtained.

Signoffs Received

Signoff Needed	Received	Date Received	Note
Department Head	Yes	7/3/2023	Click or tap here to enter text.
Mayor's Office informed and approved memo	Yes	7/20/2023	Click or tap here to enter text.
Board/Commission, if required	Choose an item.	Click or tap to enter a date.	Click or tap here to enter text.
City Attorney's Office has approved contract and/or legal documents, -Identify attorney in note	N/A	Click or tap to enter a date.	Click or tap here to enter text.
City Attorney's Office has approved memo and motion(s) or resolution(s) -Identify attorney in note	Yes	7/11/2023	Kyle
CAO has reviewed budget, financing, and memo	Yes	7/19/2023	Click or tap here to enter text.
Human Resources, if personnel action -Identify HR Manager in note	N/A	Click or tap to enter a date.	Click or tap here to enter text.
CIO, if an IT-related investment/purchase	N/A	Click or tap to enter a date.	Click or tap here to enter text.

Materials Included

	Included?	Note
Final Memo Attached?	Yes	Click or tap here to enter text.
Contract Attached, if applicable?	N/A	Click or tap here to enter text.
Additional Materials, if necessary	N/A	Click or tap here to enter text.
Draft Resolution or Motion?	Choose an item.	Click or tap here to enter text.
If for submission to Council, are sponsors identified?	Choose an item.	Click or tap here to enter text.



**POLICE DEPARTMENT
CITY OF BURLINGTON**

TO: Board of Finance and City Council
FROM: Chief of Police Jon Murad
DATE: July 20, 2023 **Revised July 24, 2023**
RE: Burlington CARES Overview, Position Requests, and Structure

Summary:

This memo provides an overview of the status of the program the City is calling “Burlington Crisis Assessment, Response, and Engagement Service,” or “Burlington CARES.” Burlington CARES will deploy two-person teams consisting of a clinician and a paramedic or registered nurse (or similar personnel) to respond to crises requiring mental-health care and/or medical intervention. Burlington CARES will be led by a clinical supervisor. (The programmatic concept derives, in part, from the CAHOOTS program in Eugene, Oregon.)

Request for Three Positions:

The Burlington Police Department (BPD) seeks approval for two job descriptions and three positions associated with Burlington CARES,” for “Crisis Assessment, Response, and Engagement Service.”

- One (1) Burlington CARES Clinical Supervisor, a Regular, Full-Time, Exempt, Non-Union, Grade 20 position
- Two (2) Burlington CARES Clinicians, a Regular, Full-Time, Non-Exempt, AFSCME, Grade 19 position

These positions will reside within the BPD. The City is also working with the UVM Medical Center to provide two nurses that will be part of the BTV Cares team.

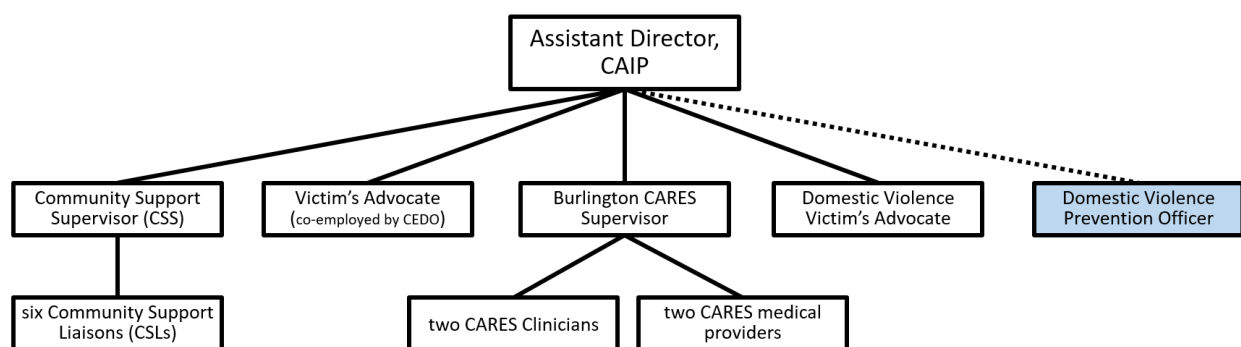
See attached job descriptions.

Funding:

The preliminary cost estimates to operate Burlington CARES were previously articulated to the Board of Finance and approved by a City Council resolution pertaining to granting permission to accept a grant from Vermont Department of Mental Health. The approximate projected Year 1 costs are \$762,042; approximate projected Year 2 costs are \$615,533.

Structure:

Burlington CARES will operate out of the Burlington Police Department, specifically the BPD's Crisis, Advocacy, Intervention Programs unit, or CAIP. The proposed organizational structure of CAIP, including Burlington CARES, is shown below. Note that CAIP is comprised entirely of non-sworn, professional staff resources with the exception of the Domestic Violence Prevention Officer. The DVPO works and is collocated with CAIP, but, as a sworn police officer, reports to the Deputy Chief of Operations. Please note, too, that the Community Service Officers (CSOs) are not part of CAIP; they are operational staff and organizationally reside within the Uniformed Services Bureau, reporting to the Officer In Charge for operational purposes and the Community Service Manager for administrative purposes.



The police facility at One North Avenue has space to house the CAIP configuration, although interior physical plant renovation and construction will be required.

Board of Finance Motion

The Burlington Police Department respectfully requests that the Board of Finance recommend the creation of:

- One (1) Burlington CARES Clinical Supervisor, a Regular, Full Time, Exempt, Non-Union, Grade 20 position.
- Two (2) Burlington CARES Clinicians, a Regular, Full-Time, Non-Exempt, AFSCME, Grade 19 position.

City Council Motion

The Burlington Police Department respectfully requests that the City Council approve the creation of:

- One (1) Burlington CARES Clinical Supervisor, a Regular, Full Time, Exempt, Non-Union, Grade 20 position.
- Two (2) Burlington CARES Clinicians, a Regular, Full-Time, Non-Exempt, AFSCME, Grade 19 position.

Respectfully and sincerely,



Jon Murad
Chief of Police

Appendix 1: Burlington CARES Proposal Overview

The City of Burlington seeks to develop a team of clinicians and medical professionals (to be known as “Burlington CARES,” or Crisis, Assessment, Response, and Engagement Service). Burlington CARES will provide in-person, in-the-field response to real-time calls for service. The medical-professional component may be Advanced EMTs, paramedics, or registered nurses; if EMTs or paramedics, they will be employees of the Burlington Fire Department. Burlington CARES will respond to calls such as those relating to:

- Mental-health conditions
- Substance-use disorder
- Trauma-related conditions
- Other emotional, medical, psychological, or behavioral health needs

In most cases, Burlington CARES’s objective will be to respond to active crisis situations and deploy de-escalation techniques grounded in person-centered, trauma-informed approaches, prior to or in lieu of any law-enforcement interaction.

In some instances Burlington CARES may be called to assist law-enforcement at crisis situations where law-enforcement has the lead.

Additionally, it is anticipated that Burlington CARES could respond to incidents such as welfare checks, medical events, and non-fatal overdoses. Because Burlington CARES is partially funded by a grant from the State of Vermont Department of Mental Health, it will also focus on preventing hospital referral whenever possible, which can be best accomplished by providing proactive, in-the-field outreach that precedes and *prevents* crisis incidents.

Calls will primarily be relayed through the Burlington Police Department’s Emergency Communications Center (aka, “Dispatch”), but also may come direct from local service providers like Howard Center or NFI, or from City staff, elected officials, and citizens. Members of Burlington CARES must specialize in deescalation. Burlington CARES must be able to respond to crisis calls involving subjects of any age; therefore, Burlington CARES must field members who have additional specialized training to work with youth and families.

Burlington CARES will intervene in crisis situations where armed law enforcement is not necessary, although Burlington CARES members must also have the expertise to assess situations to determine whether police response is in fact necessary and then request and support police as appropriate. Burlington CARES will be unarmed and will work within the nonprofit and public system. It is anticipated Burlington CARES will primarily respond to mental-health-related incidents.

Burlington CARES will consist of members specifically assigned to Burlington CARES who will collocate and codeploy. It is anticipated that Burlington CARES will be housed among the Crisis Advocacy Intervention Programs, or CAIP, wing of the BPD.

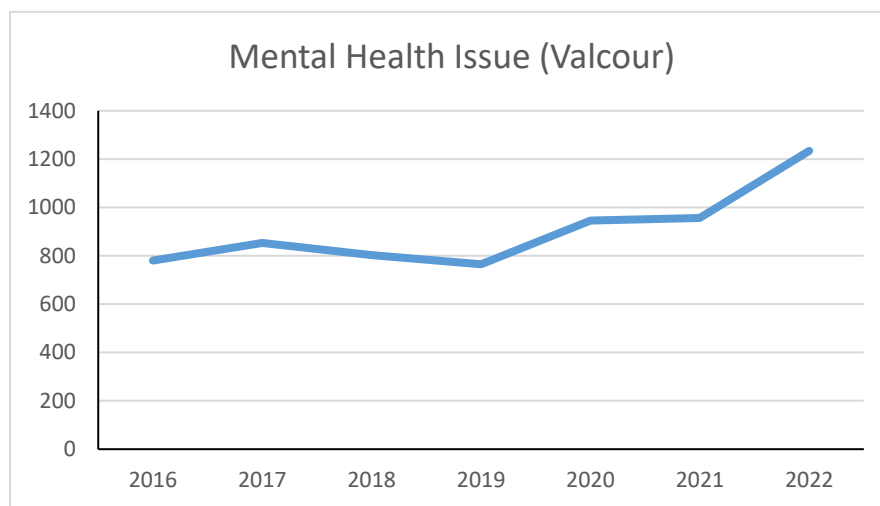
Burlington CARES will connect with and work with other social-service providers. Burlington CARES will share identifiable data with City partners (in accordance with the Health Insurance Portability and Accountability Act (HIPAA)). Burlington CARES will share deidentified data about call volume and call type with the public. Burlington CARES will operate in geographic areas throughout the city of Burlington.

Burlington CARES will seek to approach patients where they are, including on the street and in encampments. It will also conduct follow-up in these locations.

The City expects Burlington CARES to be able to achieve a cohesive service network with other providers, as well as cross training in person-centered, trauma-informed approaches.

Burlington CARES will assess the to-be-determined volume of mental-health-related incidents applicable to Burlington CARES and then determine whether Burlington CARES will have capacity to address non-crisis incidents. The BPD's current volume is shown below.

BPD INCIDENTS	2016	2017	2018	2019	2020	2021	2022
"Mental Health Issue"	781	853	803	765	946	957	1,234
"Overdose"	71	70	56	58	100	145	251



Appendix 2: Proposed Preliminary Timeline for Burlington CARES

DATE	DELIVERABLE	PRIMARY PERSONNEL
6/23/2023	UVMMC/City (admin) meet to discuss roles, positions, and expectations	Mayor Weinberger and UVMMC President and COO Dr Leffler
6/23/2023	Staff positions posted	Community Support Supervisor Lacey Smith and Roz King, RN
7/10/2023	Vehicle identified and purchased	Fire Chief LaChance
7/17/2023	Develop DMH requirements	Implementer Jackie Corbally and CSS Smith
7/24/2023	UVMMC/City develop and sign MOU	RN King and Implementer Corbally and legal staff
7/31/2023	UVMMC/City develop protocols and policies for implementation	Implementer Corbally
8/7/2023	Implement EHR software (Simple Practice)	Implementer Corbally
8/14/2023	Prospective personnel for all positions identified and in hiring process	CSS Smith and RN King
8/21/2023	Convene first Advisory Board meeting	Police Chief Murad and Implementer Corbally
9/11/2023	Onboard and train personnel	CSS Smith and Implementer Corbally
9/25/2023	Burlington CARES operational	

###

City of Burlington Job Description

Position Title: CARES Team Clinical Supervisor

Department: Burlington Police Department

Reports to: CAIP Assistant Director

Pay Grade: 20

Job Code:

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: The Burlington Crisis Assessment, Response, and Engagement Services (CARES) team is a field-based entity that provides real-time response for mental health and addiction behaviors and symptoms. The Burlington CARES team also trains in trauma-informed deescalation skills. It is a part of the Burlington Police Department's Crisis, Advocacy, Intervention Programs (CAIP) division.

The CARES Team Clinical Supervisor is a trained professional focusing on clinical services associated with homelessness, substance-use disorder, mental health, and persons with chronic service needs. This position supervises the clinical half of a team comprised of clinicians and medical professionals. The work performed by this team is primarily provided in the field, instead of a traditional clinical setting. The Clinical Supervisor is an integral part of the CARES team who uses timely and accurate information to implement effective tactics and strategies to reduce the need for emergency room visits. The Clinical Supervisor is responsible for coordinating all aspects of clinical care, to include intensive coordination across all social service systems, agencies, and stakeholders, as well as for providing direct service as a way to fill gaps in the various continua of care. This position oversees all CARES team fiscal requirements including data gathering and data submission as required by city, state, and federal entities. This position works with the CAIP Assistant Director to secure further funding to sustain the project. The CARES Team Clinical Supervisor provides insights and strategies, informed by trauma-centered, person-centered practices in a fast-paced work environment and focuses on addressing gaps in Burlington's various social-service systems. The CARES Team Clinical Supervisor ensures the team is educated in trauma-informed practices and the need for various modalities that meet the individual's needs. The CARES Team Clinical Supervisor ensures that the help the CARES team administers encourages individuals and families in Burlington to live healthier lives by working with those who seek service through the City's public safety systems, as well as direct referrals from community members and providers. The CARES Team Clinical Supervisor works closely with an advisory board around best practices and adherence to the spirit and mission of this team, including its role in reducing emergency room visits. The CARES Team Clinical Supervisor is directed and supervised by the CAIP Assistant Director.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that

an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Provide clinical services to all clients, ranging from age 6 and up, in the field
- Provide clinical services/supervision to CARES Team Clinicians including assessment, referral, consultation, education, and short-term counseling to individuals struggling with mental health issues.
- Develop innovative approaches that include Clinicians, EMTs, and UVMMC staff to develop an informative, trauma educated approach.
- Work on a team alongside a medical professional, with a high degree of autonomy, responsibility, and accountability.
- Respond to requests from police, other City departments, and community members for intervention in non-criminal matters. Interventions could include, but are not limited to, interactions with individuals in the midst of a mental-health crisis, deescalating individuals struggling with co-occurring issues, working with houseless neighbors while they are waiting for long term supports, following up with people suffering from substance-use disorder (particularly after instances of overdose), etc.
- Work as a partner to collaborate, consult, and coordinate services with all of the Burlington social-service providers to include intensive collaboration with mental-health and substance-use disorder providers.
- Develop and maintain relationships with partners for a team approach to problem solving that allows for coordinated interventions to challenging quality-of-life issues and/or neighborhood conflicts.
- Prepare for and attend strategy and planning meetings with the full range of stakeholders in order to assess the effectiveness of tactics and strategies.
- Provide effective assessments and develop strategies to assist individuals in finding appropriate community resources to address their underlying need. Must engage in person-centered, low-barrier best practices.
- Partner with the Community Support Liaisons, Street Outreach, and other outreach teams in efforts to coordinate care for individuals living outdoors
- Create and maintain up-to-date records for all case interventions.
- Collaborate on large, interagency teams that require flexibility and creativity to help solve complex societal and interpersonal issues.
- Understand and maintain best practices in providing community healthcare, with the purpose of filling a gap in care until the proper provider is identified.
- Engage in regular briefings with the CAIP Assistant Director around the community's needs and challenges.
- Creatively collaborate with a wide range of entities and individuals, to include the police and fire departments, but also government officials and persons from courts and corrections, non-profits, academia, and private enterprise.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- A Master's Degree in social work or relevant social science degree required; at least 5 years of experience in clinical work.
- Vermont clinical license required; ability to be credentialed with insurance companies required.
- Demonstrated competency in trauma and trauma-informed practices.
- Demonstrated excellence in diffusing mental health crisis.
- Demonstrated skills EE crisis and writing effective documentation to secure inpatient hospitalization.
- Completion of one-day Mental Health First Aid training program preferred.
- Completion of a 40-hour Crisis Intervention Team training program preferred.
- Excellent communication skills, with a high degree of organizational skills is necessary.
- Knowledge of Vermont criminal- and juvenile-justice systems preferred.
- Comprehensive knowledge of social services within Burlington and the Greater Burlington area.
- Must be able to work nights and weekends.
- Must successfully complete Police Department oral board interview and background investigation.
- Ability to clearly and effectively communicate during complex, rapidly evolving incidents.
- Ability to maintain objectivity in a stressful work environment, while making critical decisions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidenced by ongoing training and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to engage with all levels of the general public, the Police Department, and other City officials.
- Ability to obtain and maintain a Vermont class D license
- Ability to engage and provide direct service to a wide variety of cultural and ethnic groups.
- Ability to understand and comply with City standards, safety rules, and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | |
|--|---|
| ☒ seeing | ☒ ability to move distances within warehouses and offices |
| ☒ color perception (red, green, amber) | ☒ lifting (specify <input type="text"/> _20_ pounds) |
| ☒ hearing/listening | ☒ carrying (specify <input type="text"/> _20_ pounds) |
| ☒ clear speech | ☐ climbing |
| ☒ touching | ☒ driving |

- | | |
|--|---|
| ☒ _x_ dexterity | ☐ _ ability to mount and dismount forklift |
| ☐ _ hand | ☐ _ pushing/pulling |
| ☐ _ finger | ☒ _x_ shift work |
| ☒ _x_ reading – basic | ☐ _ moving objects |
| ☒ _x_ reading – complex | ☐ _ pressurized equipment |
| ☐ _ math skills – basic | ☒ _x_ extreme heat |
| ☒ _x_ math skills – complex | ☒ _x_ extreme cold |
| ☒ _x_ writing – basic | ☒ _x_ high places |
| ☒ _x_ writing – complex | ☒ _x_ noise |
| ☒ _x_ analysis/comprehension | ☒ _x_ fumes/odors |
| ☒ _x_ judgment/decision making | ☒ _x_ dirt/dust |
| ☐ _ clerical | ☒ _x_ hazardous materials |
| ☒ _x_ inside | ☐ _ electrical equipment |
| ☒ _x_ outside | ☐ _ mechanical equipment |
| ☒ _x_ works alone | |
| ☒ _x_ works with others | |
| ☒ _x_ face-to-face contact | |
| ☒ _x_ verbal contact w/others | |

Supervision:

Directly Supervises: _____

Indirectly Supervises: _____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

July 24, 2023

City of Burlington Job Description

Position Title: CARES Team Clinician

Department: Burlington Police Department

Reports to: CARES Team Clinical Supervisor

Pay Grade: 19

Job Code:

Exempt/Non-Exempt: Non-Exempt

Union: AFSCME

General Purpose: The Burlington Crisis Assessment, Response, and Engagement Services (CARES) team is a field-based entity that provides real-time response for mental health and addiction behaviors and symptoms. The Burlington CARES team also trains in trauma-informed deescalation skills. It is a part of the Burlington Police Department's Crisis, Advocacy, Intervention Programs (CAIP) division.

The CARES Team Clinician is a trained professional focusing on clinical services associated with homelessness, substance-use disorder, mental health, and persons with chronic service needs. This position is part of a team comprised of a clinician and a medical professional. The work performed by this team is primarily provided in the field, instead of a traditional clinical setting. The CARES Team Clinician is an integral part of the CARES team that uses timely and accurate information to implement effective tactics and strategies to reduce the need for emergency room visits. The position is responsible for the coordination of all aspects clinical care, to include intensive coordination across all social service systems, agencies, and stakeholders, as well as provide direct service as a way to fill gaps in the various continuums of care. The CARES team is not intended to codeploy with police, although it may respond to requests for assistance from the police department's Officer in Charge. The CARES Team Clinician provides insights and strategies, informed by trauma-centered, person-centered practices, in a fast-paced work environment with a single-minded focus on addressing gaps in Burlington's various social-service systems. The CARES Clinician helps individuals and families in Burlington live healthier lives by working with those who seek service through the City's public safety systems or through direct referrals from community members and providers. The CARES team will work closely with an advisory board around best practices and adherence to the spirit and mission of this team, which is to reduce emergency room visits. The CARES Team Clinician will be directed and supervised by the CARES Team Clinical Supervisor.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified

individuals with disabilities to perform the essential functions of the position.)

- Provide clinical services to all clients, ranging from age 6 and up, in the field
- Must be able to provide clinical services including assessment, referral, consultation, education, and short term counseling to individuals struggling with mental health issues
- Work on a team alongside a medical professional, with a high degree of autonomy, responsibility, and accountability.
- Respond to requests from police, other City departments, and community members for intervention in non-criminal matters. Interventions could include, but are not limited to, interactions with individuals in the midst of a mental-health crisis, deescalating individuals struggling with co-occurring issues, working with houseless neighbors while they are waiting for long term supports, following up with people suffering from substance-use disorder (particularly after instances of overdose), etc.
- Work as a partner to collaborate, consult, and coordinate services with all of the Burlington social-service providers to include intensive collaboration with mental-health and substance-use disorder providers.
- Develop and maintain relationships with partners for a team approach to problem solving that allows for coordinated interventions to challenging quality-of-life issues and/or neighborhood conflicts.
- Prepare for and attend strategy and planning meetings with the full range of stakeholders in order to assess the effectiveness of tactics and strategies.
- Provide effective assessments and develop strategies to assist individuals in finding appropriate community resources to address their underlying need. Must engage in person-centered, low-barrier best practices.
- Partner with the Community Support Liaisons, Street Outreach, and other outreach teams in efforts to coordinate care for individuals living outdoors
- Create and maintain up-to-date records for all case interventions.
- Collaborate on large, interagency teams that require flexibility and creativity to help solve complex societal and interpersonal issues.
- Have an understanding of best practices in providing community healthcare, with the purpose of filling a gap in care until the proper provider is identified.
- Engage in regular briefings with the City of Burlington's Assistant Director of Alternative Services around the community's needs and challenges
- Possess willingness to work and creatively collaborate with a wide range of entities and individuals, to include the police and fire department, but also government officials and persons from courts and corrections, non-profits, academia, and private enterprise.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- A Master's Degree in social work or relevant social science degree required; at least 3 years of experience for consideration.

- Vermont clinical license required.
- Excellent communication skills, with a high degree of organizational skills is necessary.
- Knowledge of Vermont criminal- and juvenile-justice systems preferred.
- Completion of on-day Mental Health First Aid training program preferred.
- Completion of a 40-hour Crisis Intervention Team training program preferred.
- Comprehensive knowledge of social services within Burlington and the Greater Burlington area.
- Must be able to work outside of nights and weekends.
- Must successfully complete Police Department oral board interview and background investigation.
- Ability to clearly and effectively communicate during complex, rapidly evolving incidents.
- Ability to maintain objectivity in a stressful work environment, while making critical decisions
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidenced by ongoing training and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to engage with all levels of the general public, the Police Department, and other City officials.
- Ability to obtain and maintain a Vermont class D license.
- Ability to engage with and provide direct assistance to a wide variety of cultural and ethnic groups.
- Ability to understand and comply with City standards, safety rules, and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | |
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| ☒ seeing | ☒ ability to move distances within warehouses and offices |
| ☒ color perception (red, green, amber) | ☒ lifting (specify <input type="text"/> 20 <input type="text"/> pounds) |
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Supervision:

Directly Supervises: _____

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Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

July 24, 2023



**POLICE DEPARTMENT
CITY OF BURLINGTON**

TO: Board of Finance and City Council
FROM: Chief of Police Jon Murad
DATE: July 20, 2023
RE: Burlington CARES Overview, Position Requests, and Structure

Summary:

This memo provides an overview of the status of the program the City is calling “Burlington Crisis Assessment, Response, and Engagement Service,” or “Burlington CARES.” Burlington CARES will deploy two-person teams consisting of a clinician and a paramedic or registered nurse (or similar personnel) to respond to crises requiring mental-health care and/or medical intervention. Burlington CARES will be led by a clinical supervisor. (The programmatic concept derives, in part, from the CAHOOTS program in Eugene, Oregon.)

Request for Three Positions:

The Burlington Police Department (BPD) seeks approval for two job descriptions and three positions associated with Burlington CARES,” for “Crisis Assessment, Response, and Engagement Service.”

- One (1) Burlington CARES Clinical Supervisor, a Regular, Exempt, AFSCME, Grade 20 position
- Two (2) Burlington CARES Clinicians, a Regular, Exempt, AFSCME, Grade 19 position

These positions will reside within the BPD. The City is also working with the UVM Medical Center to provide two nurses that will be part of the BTV Cares team.

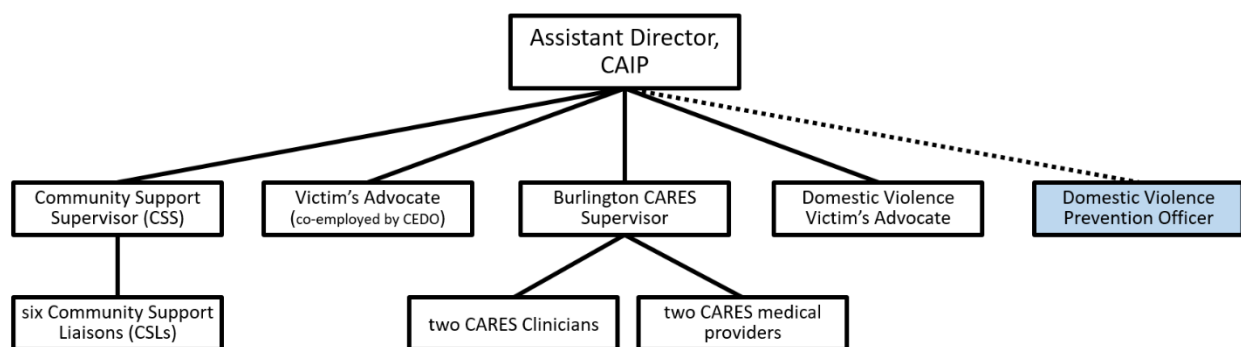
See attached job descriptions.

Funding:

The preliminary cost estimates to operate Burlington CARES were previously articulated to the Board of Finance and approved by a City Council resolution pertaining to granting permission to accept a grant from Vermont Department of Mental Health. The approximate projected Year 1 costs are \$762,042; approximate projected Year 2 costs are \$615,533.

Structure:

Burlington CARES will operate out of the Burlington Police Department, specifically the BPD's Crisis, Advocacy, Intervention Programs unit, or CAIP. The proposed organizational structure of CAIP, including Burlington CARES, is shown below. Note that CAIP is comprised entirely of non-sworn, professional staff resources with the exception of the Domestic Violence Prevention Officer. The DVPO works and is collocated with CAIP, but, as a sworn police officer, reports to the Deputy Chief of Operations. Please note, too, that the Community Service Officers (CSOs) are not part of CAIP; they are operational staff and organizationally reside within the Uniformed Services Bureau, reporting to the Officer In Charge for operational purposes and the Community Service Manager for administrative purposes.



The police facility at One North Avenue has space to house the CAIP configuration, although interior physical plant renovation and construction will be required.

Board of Finance Motion

The Burlington Police Department respectfully requests that the Board of Finance recommend the creation of:

- One (1) Burlington CARES Clinical Supervisor, a Regular, Exempt, AFSCME, Grade 20 position.
- Two (2) Burlington CARES Clinicians, a Regular, Exempt, AFSCME, Grade 19 position.

City Council Motion

The Burlington Police Department respectfully requests that the City Council approve the creation of:

- One (1) Burlington CARES Clinical Supervisor, a Regular, Exempt, AFSCME, Grade 20 position.
- Two (2) Burlington CARES Clinicians, a Regular, Exempt, AFSCME, Grade 19 position.

Respectfully and sincerely,

Jon Murad
Chief of Police

Appendix 1: Burlington CARES Proposal Overview

The City of Burlington seeks to develop a team of clinicians and medical professionals (to be known as “Burlington CARES,” or Crisis, Assessment, Response, and Engagement Service). Burlington CARES will provide in-person, in-the-field response to real-time calls for service. The medical-professional component may be Advanced EMTs, paramedics, or registered nurses; if EMTs or paramedics, they will be employees of the Burlington Fire Department. Burlington CARES will respond to calls such as those relating to:

- Mental-health conditions
- Substance-use disorder
- Trauma-related conditions
- Other emotional, medical, psychological, or behavioral health needs

In most cases, Burlington CARES’s objective will be to respond to active crisis situations and deploy de-escalation techniques grounded in person-centered, trauma-informed approaches, prior to or in lieu of any law-enforcement interaction.

In some instances Burlington CARES may be called to assist law-enforcement at crisis situations where law-enforcement has the lead.

Additionally, it is anticipated that Burlington CARES could respond to incidents such as welfare checks, medical events, and non-fatal overdoses. Because Burlington CARES is partially funded by a grant from the State of Vermont Department of Mental Health, it will also focus on preventing hospital referral whenever possible, which can be best accomplished by providing proactive, in-the-field outreach that precedes and *prevents* crisis incidents.

Calls will primarily be relayed through the Burlington Police Department’s Emergency Communications Center (aka, “Dispatch”), but also may come direct from local service providers like Howard Center or NFI, or from City staff, elected officials, and citizens. Members of Burlington CARES must specialize in deescalation. Burlington CARES must be able to respond to crisis calls involving subjects of any age; therefore, Burlington CARES must field members who have additional specialized training to work with youth and families.

Burlington CARES will intervene in crisis situations where armed law enforcement is not necessary, although Burlington CARES members must also have the expertise to assess situations to determine whether police response is in fact necessary and then request and support police as appropriate. Burlington CARES will be unarmed and will work within the nonprofit and public system. It is anticipated Burlington CARES will primarily respond to mental-health-related incidents.

Burlington CARES will consist of members specifically assigned to Burlington CARES who will collocate and codeploy. It is anticipated that Burlington CARES will be housed among the Crisis Advocacy Intervention Programs, or CAIP, wing of the BPD.

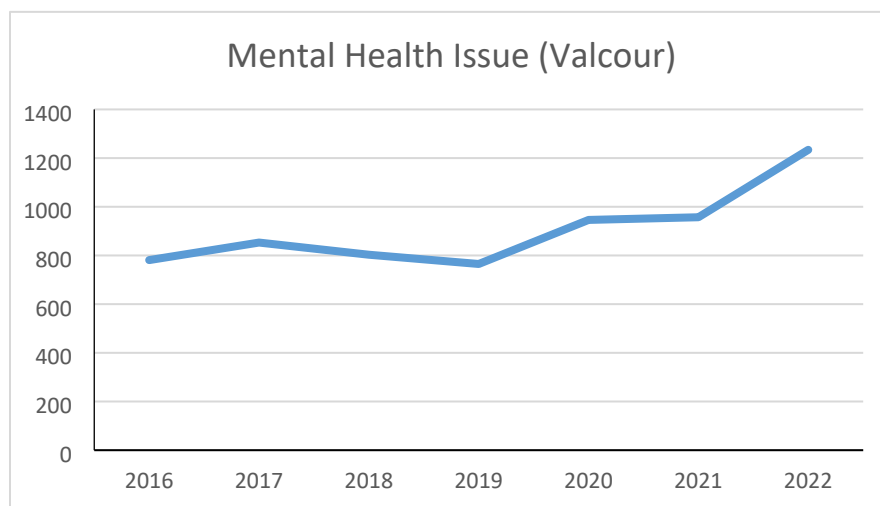
Burlington CARES will connect with and work with other social-service providers. Burlington CARES will share identifiable data with City partners (in accordance with the Health Insurance Portability and Accountability Act (HIPAA)). Burlington CARES will share deidentified data about call volume and call type with the public. Burlington CARES will operate in geographic areas throughout the city of Burlington.

Burlington CARES will seek to approach patients where they are, including on the street and in encampments. It will also conduct follow-up in these locations.

The City expects Burlington CARES to be able to achieve a cohesive service network with other providers, as well as cross training in person-centered, trauma-informed approaches.

Burlington CARES will assess the to-be-determined volume of mental-health-related incidents applicable to Burlington CARES and then determine whether Burlington CARES will have capacity to address non-crisis incidents. The BPD's current volume is shown below.

BPD INCIDENTS	2016	2017	2018	2019	2020	2021	2022
"Mental Health Issue"	781	853	803	765	946	957	1,234
"Overdose"	71	70	56	58	100	145	251



Appendix 2: Proposed Preliminary Timeline for Burlington CARES

DATE	DELIVERABLE	PRIMARY PERSONNEL
6/23/2023	UVMMC/City (admin) meet to discuss roles, positions, and expectations	Mayor Weinberger and UVMMC President and COO Dr Leffler
6/23/2023	Staff positions posted	Community Support Supervisor Lacey Smith and Roz King, RN
7/10/2023	Vehicle identified and purchased	Fire Chief LaChance
7/17/2023	Develop DMH requirements	Implementer Jackie Corbally and CSS Smith
7/24/2023	UVMMC/City develop and sign MOU	RN King and Implementer Corbally and legal staff
7/31/2023	UVMMC/City develop protocols and policies for implementation	Implementer Corbally
8/7/2023	Implement EHR software (Simple Practice)	Implementer Corbally
8/14/2023	Prospective personnel for all positions identified and in hiring process	CSS Smith and RN King
8/21/2023	Convene first Advisory Board meeting	Police Chief Murad and Implementer Corbally
9/11/2023	Onboard and train personnel	CSS Smith and Implementer Corbally
9/25/2023	Burlington CARES operational	

###

City of Burlington Job Description

Position Title: CARES Team Clinical Supervisor

Department: Burlington Police Department

Reports to: CAIP Assistant Director

Pay Grade: 20

Job Code:

Exempt/Non-Exempt: Exempt (?)

Union: AFSCME

General Purpose: The Burlington Crisis Assessment, Response, and Engagement Services (CARES) team is a field-based entity that provides real-time response for mental health and addiction behaviors and symptoms. The Burlington CARES team also trains in trauma-informed deescalation skills. It is a part of the Burlington Police Department's Crisis, Advocacy, Intervention Programs (CAIP) division.

The CARES Team Clinical Supervisor is a trained professional focusing on clinical services associated with homelessness, substance-use disorder, mental health, and persons with chronic service needs. This position supervises the clinical half of a team comprised of clinicians and medical professionals. The work performed by this team is primarily provided in the field, instead of a traditional clinical setting. The Clinical Supervisor is an integral part of the CARES team who uses timely and accurate information to implement effective tactics and strategies to reduce the need for emergency room visits. The Clinical Supervisor is responsible for coordinating all aspects of clinical care, to include intensive coordination across all social service systems, agencies, and stakeholders, as well as for providing direct service as a way to fill gaps in the various continua of care. This position oversees all CARES team fiscal requirements including data gathering and data submission as required by city, state, and federal entities. This position works with the CAIP Assistant Director to secure further funding to sustain the project. The CARES Team Clinical Supervisor provides insights and strategies, informed by trauma-centered, person-centered practices in a fast-paced work environment and focuses on addressing gaps in Burlington's various social-service systems. The CARES Team Clinical Supervisor ensures the team is educated in trauma-informed practices and the need for various modalities that meet the individual's needs. The CARES Team Clinical Supervisor ensures that the help the CARES team administers encourages individuals and families in Burlington to live healthier lives by working with those who seek service through the City's public safety systems, as well as direct referrals from community members and providers. The CARES Team Clinical Supervisor works closely with an advisory board around best practices and adherence to the spirit and mission of this team, including its role in reducing emergency room visits. The CARES Team Clinical Supervisor is directed and supervised by the CAIP Assistant Director.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that

an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Provide clinical services to all clients, ranging from age 6 and up, in the field
- Provide clinical services/supervision to CARES Team Clinicians including assessment, referral, consultation, education, and short-term counseling to individuals struggling with mental health issues.
- Develop innovative approaches that include Clinicians, EMTs, and UVMMC staff to develop an informative, trauma educated approach.
- Work on a team alongside a medical professional, with a high degree of autonomy, responsibility, and accountability.
- Respond to requests from police, other City departments, and community members for intervention in non-criminal matters. Interventions could include, but are not limited to, interactions with individuals in the midst of a mental-health crisis, deescalating individuals struggling with co-occurring issues, working with houseless neighbors while they are waiting for long term supports, following up with people suffering from substance-use disorder (particularly after instances of overdose), etc.
- Work as a partner to collaborate, consult, and coordinate services with all of the Burlington social-service providers to include intensive collaboration with mental-health and substance-use disorder providers.
- Develop and maintain relationships with partners for a team approach to problem solving that allows for coordinated interventions to challenging quality-of-life issues and/or neighborhood conflicts.
- Prepare for and attend strategy and planning meetings with the full range of stakeholders in order to assess the effectiveness of tactics and strategies.
- Provide effective assessments and develop strategies to assist individuals in finding appropriate community resources to address their underlying need. Must engage in person-centered, low-barrier best practices.
- Partner with the Community Support Liaisons, Street Outreach, and other outreach teams in efforts to coordinate care for individuals living outdoors
- Create and maintain up-to-date records for all case interventions.
- Collaborate on large, interagency teams that require flexibility and creativity to help solve complex societal and interpersonal issues.
- Understand and maintain best practices in providing community healthcare, with the purpose of filling a gap in care until the proper provider is identified.
- Engage in regular briefings with the CAIP Assistant Director around the community's needs and challenges.
- Creatively collaborate with a wide range of entities and individuals, to include the police and fire departments, but also government officials and persons from courts and corrections, non-profits, academia, and private enterprise.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- A Master's Degree in social work or relevant social science degree required; at least 5 years of experience in clinical work.
- Vermont clinical license required; ability to be credentialed with insurance companies required.
- Demonstrated competency in trauma and trauma-informed practices.
- Demonstrated excellence in diffusing mental health crisis.
- Demonstrated skills EE crisis and writing effective documentation to secure inpatient hospitalization.
- Completion of one-day Mental Health First Aid training program preferred.
- Completion of a 40-hour Crisis Intervention Team training program preferred.
- Excellent communication skills, with a high degree of organizational skills is necessary.
- Knowledge of Vermont criminal- and juvenile-justice systems preferred.
- Comprehensive knowledge of social services within Burlington and the Greater Burlington area.
- Must be able to work nights and weekends.
- Must successfully complete Police Department oral board interview and background investigation.
- Ability to clearly and effectively communicate during complex, rapidly evolving incidents.
- Ability to maintain objectivity in a stressful work environment, while making critical decisions.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidenced by ongoing training and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to engage with all levels of the general public, the Police Department, and other City officials.
- Ability to obtain and maintain a Vermont class D license
- Ability to engage and provide direct service to a wide variety of cultural and ethnic groups.
- Ability to understand and comply with City standards, safety rules, and personnel policies.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

☒ seeing	☒ ability to move distances within warehouses and offices
☒ color perception (red, green, amber)	☒ lifting (specify 20 pounds)
☒ hearing/listening	☒ carrying (specify 20 pounds)
☒ clear speech	☐ climbing
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| ☒ math skills – complex | | | ☐ pressurized equipment |
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| ☒ verbal contact w/others | | | |

Supervision:

Directly Supervises: _____

Indirectly Supervises: _____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

July 14, 2023

City of Burlington Job Description

Position Title: CARES Team Clinician

Department: Burlington Police Department

Reports to: CARES Team Clinical Supervisor

Pay Grade: 19

Job Code:

Exempt/Non-Exempt: Exempt (?)

Union: AFSCME

General Purpose: The Burlington Crisis Assessment, Response, and Engagement Services (CARES) team is a field-based entity that provides real-time response for mental health and addiction behaviors and symptoms. The Burlington CARES team also trains in trauma-informed deescalation skills. It is a part of the Burlington Police Department's Crisis, Advocacy, Intervention Programs (CAIP) division.

The CARES Team Clinician is a trained professional focusing on clinical services associated with homelessness, substance-use disorder, mental health, and persons with chronic service needs. This position is part of a team comprised of a clinician and a medical professional. The work performed by this team is primarily provided in the field, instead of a traditional clinical setting. The CARES Team Clinician is an integral part of the CARES team that uses timely and accurate information to implement effective tactics and strategies to reduce the need for emergency room visits. The position is responsible for the coordination of all aspects clinical care, to include intensive coordination across all social service systems, agencies, and stakeholders, as well as provide direct service as a way to fill gaps in the various continuums of care. The CARES team is not intended to codeploy with police, although it may respond to requests for assistance from the police department's Officer in Charge. The CARES Team Clinician provides insights and strategies, informed by trauma-centered, person-centered practices, in a fast-paced work environment with a single-minded focus on addressing gaps in Burlington's various social-service systems. The CARES Clinician helps individuals and families in Burlington live healthier lives by working with those who seek service through the City's public safety systems or through direct referrals from community members and providers. The CARES team will work closely with an advisory board around best practices and adherence to the spirit and mission of this team, which is to reduce emergency room visits. The CARES Team Clinician will be directed and supervised by the CARES Team Clinical Supervisor.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified

individuals with disabilities to perform the essential functions of the position.)

- Provide clinical services to all clients, ranging from age 6 and up, in the field
- Must be able to provide clinical services including assessment, referral, consultation, education, and short term counseling to individuals struggling with mental health issues
- Work on a team alongside a medical professional, with a high degree of autonomy, responsibility, and accountability.
- Respond to requests from police, other City departments, and community members for intervention in non-criminal matters. Interventions could include, but are not limited to, interactions with individuals in the midst of a mental-health crisis, deescalating individuals struggling with co-occurring issues, working with houseless neighbors while they are waiting for long term supports, following up with people suffering from substance-use disorder (particularly after instances of overdose), etc.
- Work as a partner to collaborate, consult, and coordinate services with all of the Burlington social-service providers to include intensive collaboration with mental-health and substance-use disorder providers.
- Develop and maintain relationships with partners for a team approach to problem solving that allows for coordinated interventions to challenging quality-of-life issues and/or neighborhood conflicts.
- Prepare for and attend strategy and planning meetings with the full range of stakeholders in order to assess the effectiveness of tactics and strategies.
- Provide effective assessments and develop strategies to assist individuals in finding appropriate community resources to address their underlying need. Must engage in person-centered, low-barrier best practices.
- Partner with the Community Support Liaisons, Street Outreach, and other outreach teams in efforts to coordinate care for individuals living outdoors
- Create and maintain up-to-date records for all case interventions.
- Collaborate on large, interagency teams that require flexibility and creativity to help solve complex societal and interpersonal issues.
- Have an understanding of best practices in providing community healthcare, with the purpose of filling a gap in care until the proper provider is identified.
- Engage in regular briefings with the City of Burlington's Assistant Director of Alternative Services around the community's needs and challenges
- Possess willingness to work and creatively collaborate with a wide range of entities and individuals, to include the police and fire department, but also government officials and persons from courts and corrections, non-profits, academia, and private enterprise.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- A Master's Degree in social work or relevant social science degree required; at least 3 years of experience for consideration.

- Vermont clinical license required.
- Excellent communication skills, with a high degree of organizational skills is necessary.
- Knowledge of Vermont criminal- and juvenile-justice systems preferred.
- Completion of on-day Mental Health First Aid training program preferred.
- Completion of a 40-hour Crisis Intervention Team training program preferred.
- Comprehensive knowledge of social services within Burlington and the Greater Burlington area.
- Must be able to work outside of nights and weekends.
- Must successfully complete Police Department oral board interview and background investigation.
- Ability to clearly and effectively communicate during complex, rapidly evolving incidents.
- Ability to maintain objectivity in a stressful work environment, while making critical decisions
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity, and inclusion as evidenced by ongoing training and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to engage with all levels of the general public, the Police Department, and other City officials.
- Ability to obtain and maintain a Vermont class D license.
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Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

June 7, 2023