



AGENDA REPORT

TO: Jestin Johnson
City Administrator

FROM: Damon Covington
Interim Fire Chief
Oakland Fire Department

SUBJECT: Informational Report on MACRO
Program Operations

DATE: June 29, 2023

City Administrator Approval


Jestin Johnson (Jun 29, 2023 21:34 PDT)

Date: Jun 29, 2023

RECOMMENDATION

Staff Recommends The Oakland City Council Receive An Informational Report On The Progress Of The City Of Oakland's Mobile Assistance Community Responders Of Oakland ("MACRO") Pilot Program

EXECUTIVE SUMMARY

Under the direction of the Program Manager and the dedicated responders, the MACRO pilot program, which was launched in April 2022 continues to meet the needs of the community with a compassionate care first response model grounded in empathy, service, and community. This informational report is an update on the current operational outcomes.

BACKGROUND / LEGISLATIVE HISTORY

On November 17, 2022, Councilmember Treva Reid and Councilmember At Large and Public Safety Committee Chair Rebecca Kaplan made a request during Rules Committee to have the Public Safety Committee receive a bi-monthly informational report on the progress of the City Of Oakland's Mobile Assistance Community Responders of Oakland ("MACRO") Pilot Program and the work of the advisory board.

ANALYSIS AND POLICY ALTERNATIVES

Update on MACRO Operations for Spring 2023 (April, May, & June)

In April 2023 the MACRO responders in the field made nine hundred and fourteen (914) contacts with community members.

Of that total, seven hundred and twenty-five (725) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on an observed behavior, a prior incident response the crew was following, or a perceived health condition. One hundred

Public Safety Committee
July 11, 2023

and nine (109) were initiated by a community referral emails, 78 from calls that came through the 911 dispatch system and two (2) were initiated by an OFD request. Dispatches and community referral emails initiated 21% of all incidents for the month for a daily average of 6.5 requests for service.

In May 2023 the MACRO responders in the field made 844 contacts with community members. Of that total, five hundred and seventy-four (574) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on an observed behavior, a prior incident response the crew was following, or a perceived health condition. 108 were initiated by a community referral emails, one hundred and forty-three (143) from calls that came through the 911 dispatch system and nineteen (19) were initiated by an OFD request. Dispatches and community referral emails initiated 37% of all incidents for the month for a daily average of ten (10) requests for service.

In June 2023 the MACRO responders in the field made six hundred and forty (640) contacts with community members. Of that total, four hundred and forty-one (441) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on an observed behavior, a prior incident response the crew was following, or a perceived health condition. Seventy-one (71) were initiated by a community referral emails, one hundred and twenty-six (126) from calls that came through the 911 dispatch system and two (2) were initiated by an OFD request. Dispatches and community referral emails initiated 30% of all incidents for the month for a daily average of seven (7) requests for service.

Source of Incident / Call	March 2023	April 2023	May 2023	June 2023	Lifetime Totals
On-View (self-dispatch)	1,273	725 (-43%)	574 (-21%)	441 (-23%)	11,436
911 Dispatch (OPD)	105	78 (-26%)	143 (+83%)	126 (-12%)	1,225
Fire Communications Request for Service (OFD)	8	2 (-75%)	19 (+850%)	2 (-89%)	35
Community Referral (Email)	119	109 (-8%)	108 (-1%)	71 (-34%)	540
Total	1,397	914 (-35%)	884 (-8%)	640 (-28%)	13,236

Types of MACRO Incident Responses for Spring 2023 (April, May, & June) (with percentage change from month to month):

Incident Type	March 2023	April 2023	May 2023	June 2023	Lifetime Totals
Wellness Checks	876	616 (-30%)	533 (-13%)	320 (-40%)	8,834
Sleeper	396	213 (-46%)	186 (-13%)	216 (+16%)	3,296
Panhandling	12	6 (-50%)	0 (-100%)	1	121
Behavioral Concern	100	76 (-24%)	117 (+54%)	97 (-17%)	865
Public Indecency	13	3 (-77%)	8 (+167%)	6 (-25%)	64
Total	1,397	914 (-35%)	884 (-8%)	640 (-28%)	13,236

As the number of responses initiated by community referrals and dispatches have grown, we are seeing that the on-view (self-dispatches) have declined. MACRO has worked closely with our dispatch partners to make improvements to operations and ensure that more calls are coming to MACRO from police dispatch, as the stats show. We have highlighted below how number of responses we have had to Oakland serving institutions such as the Oakland Public Library system and Oakland Parks and Rec Centers. We expect these numbers to increase as we move into summer.

Supporting Oakland Institutions

Institution	Lifetime Response Totals
Oakland Public Library System (OPL)	267
Oakland Schools (OUSD + Private)	119
Oakland House Authority (OHA)	10
Oakland Parks + Rec Centers (OPRC)	799
Total	1,195

All reports including the MACRO 1 Year Impact Report for (April 9, 2022 – April 9, 2023), the April 2023 Impact Report, the May 2023 Impact Report and the June 2023 Impact Report are available in the documents section at the bottom of the MACRO homepage on the City website.

Three examples from incidents in April 2023, May 2023 and June 2023 demonstrate the evolution of the program, and the many different opportunities for impact.

1. De-escalating a Behavioral Incident without Police & Providing a Resource to Local Business

April 6, 2023, MACRO 6 was referred to a local Oakland business (Kinfolx Coffee, 1951 Telegraph Ave Suite 4, Oakland, CA 94612) to perform a wellness check on an individual that frequents the area and recently came into the business and caused a disturbance until they were asked to leave by the owner. MACRO received a report from employees before engaging with the individual. MACRO located the individual outside of the café. When MACRO team approached the individual, they initially seemed uninterested and walked across the street. MACRO stayed on scene to continue surveying and the individual returned to the café a short time later.

A MACRO team member engaged with the individual one-on-one and managed to talkwith them to get an understanding of their needs in terms of shelter, food, and medical attentions. The MACRO team member was able to get their name and date of birth which assisted in accessing a county database with key information about the individuals past medical history and care team network. The individual seemed to be experiencing a behavioral episode at the time. MACRO offered supplies, to which the individual accepted, and then walked away from the scene. The café employees were informed that they can reach out to MACRO anytime to assist and given information about other entities and programs that offer resources. No further assistance required. MCC.

2. Providing Vital Medical Attention and Connecting Unhoused Individual to Respite Program

On May 9, 2023, MACRO arrived on scene to provide wellness check for person sleeping under blanket on the sidewalk. Community Member (CM) awoke to responders verbal greeting and MACRO team introduced themselves and inquired about general well-being. Recipient said they were having trouble breathing since last night. EMT took lead to call. EMT took initial vitals while CIS looked up CM in the Community Health Record. MACRO team learned that CM had recently been in the hospital for multiple serious medical conditions, and ones that would possibly make them eligible for a medical respite program MACRO is connected to. CIS began filling out the respite intake form as EMT continued to engage with CM. During this process it became apparent that CM would need further medical care immediately and, after their request and EMT's assessment, a BLS ambulance was requested by EMT through OFD Dispatch. EMS personnel arrived on scene and MACRO EMT briefed ambulance EMT lead on incident and introduced CM to personnel. MPTA.

May 10, 2023 - MACRO CIS Follow up

MACRO CIS was informed via email that CM was accepted to the respite program and a room was being held for them. CIS looked CM up in the Community Health Record to determine which hospital they were transported to the previous day. CIS called hospital and informed the charge nurse of the respite program and provided contact information for them. Charge nurse stated that they would log the information, contact the respite to decide, and schedule a transport for CM once they were due to be discharged from the hospital.

3. Supporting Stranded Individual with Dead battery wheelchair

The MACRO team received an OPD dispatch call around 8pm for a person whose electric wheelchair had died while they were on their way home from school. Team arrived on scene and individual was stuck on a very steep hill way out in the hills of Oakland - it was cold and dark. Team engaged the person's family members to help them into the van while the team lifted the 200-pound wheelchair into the van, as well. The Team drove the individual to their residence and unloaded the chair. Individual and their family were incredibly grateful to the team and stated that there would be no other option if MACRO had not responded.

Local Service Referrals

In February, MACRO made a total of two hundred and twenty-two (222) referrals to the following service providers:

CARES Navigation / La Familia – 16
West Oakland Health Clinic – 2
Lifelong Mobile Clinic – 8
Alameda County Health Care for the Homeless – 1
Dignity on Wheels – 67
HEPPAC (HIV Education Project of Alameda County) – 6
BACS (Bay Area Community Services) – 6

Amber House – 4
Bridge Housing 3
Saint Mary’s Center – 3
St Vincent De Paul - 46

Staffing Update

As of the week of March 13, 2023, all 14 Exempt Limited Duration Employees who have been working for the MACRO program will become full time permanent and represented employees. This successful transition of these internal candidate’s employee status will ensure no gaps in MACRO’s service schedule while the City prepares to begin recruiting for outside candidates to fill vacancies in the program and in alignment with plans to expand hours of operations.

The actions and updates as outlined in this report advance the Citywide Priorities of Holistic Community Safety and Responsive Trustworthy Government.

FISCAL IMPACT

There is no fiscal impact associated with the acceptance of this report.

PUBLIC OUTREACH / INTEREST

No public outreach is required for the acceptance of this report.

COORDINATION

No coordination with other City departments was necessary for the completion of this report.

SUSTAINABLE OPPORTUNITIES

Economic: There are no economic impacts related to this report.

Environmental: There are no environmental impacts related to this report.

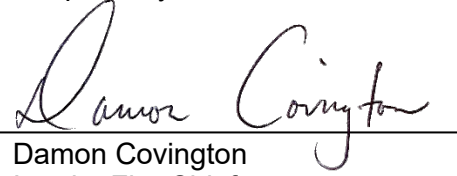
Race & Equity: There are no race and equity components specific to the acceptance of this report.

ACTION REQUESTED OF THE CITY COUNCIL

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For questions regarding this report, please contact Michael Hunt, Chief of Staff, Oakland Fire Department at mhunt@oaklandca.gov and Elliott Jones, MACRO Program Manager at EJones3@oakandca.gov.

Respectfully submitted,

A handwritten signature in black ink that reads "Damon Covington". The signature is written in a cursive style and is positioned above a horizontal line.

Damon Covington
Interim Fire Chief

Prepared by: Elliott Jones
MACRO Program Manager