



AGENDA REPORT

TO: Steven Falk
Interim City Administrator

FROM: Dr. Reginald D. Freeman
Chief, Oakland Fire Dept.

SUBJECT: Informational Report on MACRO
Program Operations

DATE: March 13, 2023

City Administrator Approval

Date: Mar 16, 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 and an update on the role of the MACRO volunteer advisory board.

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 February 2023

In February 2023 the MACRO responders in the field made 1354 contacts with community members.

Of that total, 1,107 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. Thirty-Five (35) were initiated by a community

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referral 182 of the calls came through the 911 dispatch system and 35) were initiated by a community referral, and 182 calls were dispatched thru the 911 system, representing a 64% increase over January's total of 111 dispatched calls.

Types of MACRO Incident Responses for February 2023 (with percentage change from previous month):

- Wellness Checks: 948 (+2%)
- Sleeper: 345 (+15%)
- Panhandling: 8 (-20%)
- Behavioral Concern: 52 (+6%)
- Public Indecency: 1 (0%)

As experienced in January, the number of responses initiated by community referrals may have grown because the MACRO team is now utilizing an email-based system where community members can notify the responders directly of issues and cases of concern. At the same time, the dispatchers have had more time and training with utilizing the program, and that familiarity may be the reason why more calls are coming to MACRO from police dispatch, as the stats show.

The complete Year End [MACRO Impact Report for](#) calendar year 2022 is available in the documents section at the bottom of the [MACRO homepage](#) on the City website.

Two examples from incidents in February 2023 demonstrate the evolution of the program, as the Oakland Police Department (OPD) and MACRO worked together to facilitate a person gaining access to housing.

On February 1, 2023, MACRO received an OPD dispatch call for an individual yelling, with no further description provided. Approximately 10 minutes later, MACRO was on scene with OPD and the individual. Officers informed MACRO that the individual was sleeping in front of a family porch and had defecated on the premises. OPD reached out to Amber House (AH) to provide the recipient an option for shelter for the night, but recipient was reluctant to go. OPD provided a warm hand off to the MACRO team and OPD left the call.

MACRO engaged with the individual, who stated they had just woken up but were doing okay. The MACRO team informed the individual that OPD had reached out to AH to provide them shelter for the night and that AH could connect them to more services if needed. Recipient responded saying they did need help and agreed to be transported to AH. MACRO team called AH to confirm that individual agreed to be transported to AH. The AH nurse coordinator informed MACRO she was told that the recipient had to come to AH voluntarily when she spoke to OPD. However, the MACRO team informed the nurse that the recipient had calmed down at the scene and was in fact, willing to be transported. MACRO provided a warm hand off to the coordinator at AH and no further assistance was required.

February 9, 2023, MACRO received a community dispatch for an individual experiencing a behavioral concern and refusing to leave from inside a business. Upon MACRO arrival, recipient was sitting at a table inside of a restaurant. MACRO engaged with the business manager and received pertinent information about the situation. Manager stated that recipient had been in the

business for over two hours, acting erratically and refusing to leave. The MACRO team members approached individual calmly and identified themselves. The recipient appeared alert and in no sort of distress. MACRO explained to recipient that they had received a call of concern for the recipient's behavior in the restaurant and that they had been dispatched to try to provide recipient services and peacefully escort them from the property without incident. Over the next thirty minutes, the MACRO team reminded recipient that the business was closing, and they needed to find a safer location for the individual. The recipient was engaged in self talk and seemingly their own internal process before gathering their belongings. MACRO team respectfully observed from close by.

Once recipient had completed packing up their items, they acted out and smashed several condiment bottles on the table. MACRO team deescalated recipient and ushered them to the door where they exited safely. Once outdoors, the team reminded recipient that if they visited the property again there was great likelihood that police would be called. Recipient appeared to understand and was provided one water and one blanket.

The team stayed outside the businesses for approximately ten minutes, during which time the Community Intervention Specialist (CIS) spoke to the business manager and informed them of future resources through behavioral health and Community Assessment & Transport Team (CATT) team. The team also advised the manager that MACRO was available and provided contact information. No further assistance and no medical attention were needed.

Local Service Referrals

In February, MACRO made a total of 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,



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