MACRO PROGRAM MODEL (Part 1: Referral & Eligibilty) Phone Referrals On-view Incidents **Email Referrals** Oakland Police Department (OPD) & Oakland Team on Street Fire Department (OFD) Call directly to OFD / Email reviewed by on-duty Call to OPD (911) MACRO supervisor and reach out MACRO phone line MACRO team observes to reporting party to clarify and and does preliminary confirm situation, as needed. assessment of individuals Supervisor screens email for within the area to identify MACRO response eligibility (non-Call screened by those potentially needing Call screened by OPD dispatch violent, not in a personal OFD dispatch for MACRO MACRO services. for MACRO response eligibility residence, no advanced medical response eligibility criteria (non-violent, not in a needs). criteria (non-violent, not in a personal residence, no personal residence, no advanced medical needs) advanced medical needs) NEED MACRO **REQUEST MEETS** SERVICES? MACRO CRITERIA? **CALL MEETS CALL MEETS** No MACRO CRITERIA? MACRO CRITERIA? OFD dispatch informs caller Request for of ineligibility for MACRO MACRO team response stays Yes Yes response and directs party continues street with OPD for to other resources. patrol resolution OFD dispatch contacts Request for Supervisors contact MARCO team and conveys Request forwarded response sent to reporting party to Yes relevant response to MACRO team for OFD dispatch. inform of ineligibility information review and team for MACRO response responds when and directs party to available. other resources. MACRO Team Response

Figure 3: MACRO Program Model - Part 1 Referral and Eligibility Screening

MACRO PROGRAM MODEL (Part 2: Response) MACRO Team Response MACRO team arrives to site and conducts safety assess ment. Does recipient Provide basic medical need basic medical support (first aid, wound support? management, etc.) Is situation safe for MACRO team to engage? Incident is reported Yes Does recipient Provide for immediate needs back to OFD have immediate life such as blankets, water, or dispatch needs? snacks Engage Service Recipient (trust building) Provide information onsite Complete engagement for additional community and documentation resources as needed Does recipient need connections to additional Conduct Baseline services or support? Call relevant service Assessment providers to arrange transport or intervention as needed Provide transport to Does recipient resource centers if necessary have transportation and as needed needs?

Figure 4: MACRO Program Model - Part 2 Team Response