



SAFETY AND SERVICES OVERSIGHT COMMISSION (SSOC)
SSOC created by the Public Safety and Services Violence Prevention Act of 2014 (Measure Z)

Regular Meeting
Monday, October 23, 2023 at 6:30pm

1 Frank H. Ogawa Plaza, Oakland, CA 94612
City Council Chamber, 3rd Floor

Oversight Commission Members:

VACANT (D-1), *Omar Farmer* (D-2), **Chair:** Paula Hawthorn (D-3),
Vice Chair: Yoana Tchoukleva (D-4), **VACANT** (D-5), Carlotta Brown (D-6),
Gloria Bailey-Ray, (D-7), Michael Wallace (Mayoral), Sonya Mehta (At-Large)

The Oakland Public Safety and Services Oversight Commission encourages public participation in the online board meetings. The public may observe and/or participate in this meeting in several ways.

OBSERVE:

You may appear in person on Monday, October 23, 2023, at 6:30pm at
1 Frank H. Ogawa Plaza, Oakland, CA 94612 in Council Chamber

OR

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**CITY OF OAKLAND
PUBLIC SAFETY AND SERVICES OVERSIGHT COMMISSION**

**REGULAR MEETING AGENDA
MONDAY, October 23, 2023 at 6:30 PM**

**1 Frank H. Ogawa Plaza, Oakland CA 94612
City Council Chamber, 3rd Floor**

After calling any of these phone numbers, if you are asked for a participant ID or code, press #. Instructions on how to join a meeting by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663>, which is a webpage entitled “Joining a Meeting by Phone.”

PUBLIC COMMENT:

The Oversight Commission welcomes you to its meetings and your interest is appreciated.

- If you wish to speak before the Oversight Commission, please fill out a speaker card and hand it to the Oversight Commission Staff.
- If you wish to speak on a matter not on the agenda, please sign up for Open Forum and wait for your name to be called.
- If you wish to speak on a matter on the agenda, please approach the Commission when called, give your name, and your comments.
- Please be brief and limit your comments to the specific subject under discussion. Only matters within the Oversight Commission’s jurisdictions may be addressed. Time limitations shall be at the discretion of the Chair.
- Comment in advance. To send your comment directly to the Commissioner’s and staff BEFORE the meeting starts, please send your comment, along with your full name and agenda item number you are commenting on, to Felicia Verdin at fverdin@oaklandca.gov.

Please note that eComment submissions close one (1) hour before posted meeting time. All submitted public comment will be provided to the Commissioners prior to the meeting.

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*Each person wishing to speak on items must complete a Speaker Card
Persons addressing the Safety and Services Oversight Commission shall state their names and the organization they are representing, if any.*

ITEM	TIME	TYPE
1. Call to Order	6:30 PM	AD
2. Roll Call	2 Minutes	AD
3. Open Forum – For items not listed on the Agenda	5 Minutes	I
4. Approval of Meeting Minutes – July 24, 2023	2 Minutes	A
5. Report and update from MACRO	20 Minutes	I
6. Department of Violence Prevention – Gun/Gang/Group Violence Response • Overview of strategy and evaluation results	30 Minutes	I
7. City Council Joint Meeting Preparation Chair Hawthorn	30 Minutes	I
8. SSOC Measure Z Chair Hawthorn	10 Minutes	I
9. Report from Staff - Schedule Planning	5 Minutes	I
10. Adjournment	1 Minute	A

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**A = Action Item / I = Informational Item / AD = Administrative Item /
A* = Action, if Needed**

SAFETY AND SERVICES OVERSIGHT COMMISSION

SSOC created by the Public Safety and Services Violence Prevention Act of 2014

DRAFT REGULAR MEETING MINUTES

MONDAY, July 24, 2023 - 6:30 PM

ITEM 1. CALL TO ORDER

Meeting was called to order at 6:30PM by Chair Hawthorn

ITEM 2. ROLL CALL

Present: Commissioner Marks
Commissioner Omar Farmer
Chairperson Paula Hawthorn
Vice Chair Yoana Tchoukleva
Commissioner Gloria Bailey-Ray
Commissioner Michael Wallace

Absent - Commissioner Carlotta Brown

ITEM 3. Open Forum – 1 Speaker/2 Minutes – No Speakers

ITEM 4. Approval of Meeting Minutes – May 26, 2023
Motion to approve Chair Hawthorn, 2nd by Commission Farmer –
All Approved.

ITEM 5. DVP Measure Z Evaluation - Urban Strategies Council **Response to questions on programs selected for evaluation**

Jesse Janetta from Urban Institute provided an overview on programs selected for evaluation

Chair Hawthorn question why only 4 programs/services are included in the evaluation for the DVP. Mr. Janetta explained that the evaluation would be in stages for the 1st portion of the evaluation. Will later zero in on a community level impacts – and will include the VCOC (Violent Crime Operations Center) from OPD. He provided a detailed explanation of the thought process for the evaluation criteria.

Review of the slide deck (included in Agenda Material) was presented after discussion with Commissioners on what any why certain programs were chosen. New analysis and activities were prioritized over program and services included in previous evaluations from RDA & Mathematica for comparison.

SAFETY AND SERVICES OVERSIGHT COMMISSION

DRAFT REGULAR MEETING MINUTES

July 24, 2023 - 6:30 PM

Commissioner Farmer asked how Urban would build on previous evaluations. Mr. Janetta stated the Urban evaluation would “complement” the previous evaluations at the neighborhood level. Commissioner Farmer asked about sub-strategies. Ms. Oglesby responded that the evaluation would cover all areas and will be touched by the evaluation on some portion of the evaluation. Vice Chair Tchoukleva asked how the current and previous evaluations will show the impact of Measure Z (2014)? Mr. Janetta responded that they will only be able to show if Measure Z investments are related to violence reduction. Urban will not be able to provide a yes – no response to that.

Evaluation will cover June 1, 2022 to end on 2024 contract goes to mid-2025. Chair Hawthorn requested that any and all information that can be provided from Urban to support the re-authorization of Measure Z be provided to the SSOC in as much detail as possible and as soon as possible. Commissioner Farmer asked about 911 calls and Ms. Oglesby from Urban responded that as much data as possible will be including family disturbance incidents.

ITEM 6. **OPD – OFD - DVP –Measure Z Funded Positions**

Total number of positions and number currently filled

There are no Measure Z funded positions in the current Budget other than in OPD. (page 30)

Chair Hawthorn requested that OPD present at a future meeting on all OPD Measure Z staff and the status of the CRO's.

Commissioner Marks requested that the following be provided at an upcoming meeting.

- OFD Personnel be identified, what type and FTE's
- OPD staff
- 22-23 budget for comparison to see what changes be made

Commissioner Farmer

- Types of Firefighters who receive training similar
- Would like a detailed response from Finance and OPD & OFD Last number of officers to date from OPD (DC Beere)

ITEM 8. **DVP Expenditure Reports – OUT OF ORDER**

DVP Staff - DC Wang provided an overview of FY 21 – 22 Expenditures and noted that going forward all DVP expenditures from Measure Z will be funding contracts only. Chair Hawthorn asked that the DVP work to catch up on Expenditure reports.

SAFETY AND SERVICES OVERSIGHT COMMISSION

DRAFT REGULAR MEETING MINUTES

July 24, 2023 - 6:30 PM

MOTION TO APPROVE BY Chair Hawthorn, 2nd by Vice Chair Tchoukleva – All Approved

- ITEM 7. Discussion of DVP Spending Plan
Neighborhood and Community Teams sub-strategy**
Ricardo Garcia-Acosta – Provided an overview of the strategy. The strategy was in danger of being eliminated. Due to community input it has been reinstated.
- ITEM 9. DVP Budget item**
DVP Staff – DC Wang provided an overview of the approved 2023 – 2025 totaling \$11,152,981 million. **MOTION TO APPROVE** by Chair Hawthorn, 2nd by Commissioner Wallace – All Approved
- ITEM 10. Funding Recommendations for Violence Prevention and Intervention Services Beginning October 1, 2023**
DVP Staff – Acting DC Linchey requested that the SSOC approve the Duration of the contracts that being on 10-1-23 and the allocation of funding for contracts that begin on 10-1-23. After much discussion it was determined that the SSOC would not make a recommendation in support of the request. **COMMISSIONER HAWTHORN MADE A MOTION TO ADVISE THE DVP TO EXTEND CURRENT CONTRACTS FOR 9 MONTHS ACCORDING TO THE PREVIOUSLY APPROVED SPENDING PLAN. 2ND BY COMMISSIONER FARMER. ALL PRESENT APPROVED AS RESTATED.**
- 11. Strategic Plan Overview and Discussion
Commissioner Farmer – DROPPED FROM THE AGENDA –
Continued to 8-21-23**
- 12. Improving 911 response - OUT OF ORDER**
Commissioner Farmer / Bob Turner
Introduction provided by Commissioner Farmer – ASAP to PSAP improves 911 response times. ASAP = automated secure alarm protocol. PSAP = Public Safety Answering Point. Eliminates 5% to 10% of calls to 911. Mr. Turner provided an information report on ASAP to PSAP. Commissioner Farmer noted that all communities that utilize the system has noted that it works. And it would lessen the burden on the Call Center.
- 13. SSOC Commissioner’s Community Engagement Plan –
DROPPED FROM THE AGENDA – Continued to 8-21-23
Vice Chair Tchoukleva – Commissioner Farmer**

SAFETY AND SERVICES OVERSIGHT COMMISSION

DRAFT REGULAR MEETING MINUTES

July 24, 2023 - 6:30 PM

14. **Retreat Planning - Lakeside Park Garden Center**
August – Saturdays – 5th, 12th, 19th, and Friday 25th
September – Saturdays - 16th, 23rd
After discussion – SSOC determined that a retreat planning committee should be convened. **Friday the 21st of August was determined to be the best date @ 5pm.** Committee consists of Commissioner Farmer, Chair Hawthorn and Vice Chair Tchoukleva.
15. **Report from Staff - Schedule Planning – No report provided**
16. **Adjournment**
Meeting was adjourned at 10:20pm



INFORMATIONAL MEMO

TO: Safety Services & Oversight
Commission Members

FROM: Damon Covington,
Interim Fire Chief
Oakland Fire Department

SUBJECT: Informational Memo on MACRO
Program

DATE: October 23, 2023

EXECUTIVE SUMMARY

Under the direction of the Program Manager and the dedicated responders, the program, MACRO (Mobile Assistance Community Responders of Oakland), 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 housed in the Oakland Fire Department. MACRO's goal is to reduce responses by emergency services (Fire & Police), resulting in increased access to community-based services and resources for impacted individuals and families, and most especially for Black, Indigenous, and People of Color who have been most directly impacted by the justice system and a range of other inequities. This informational memo is an update on the current operational outcomes of the MACRO program.

The memo includes extensive information on the status of the MACRO program, who it is currently serving, data on the types of calls and frequency of those call types.

Additionally, under the header, "*Specific Questions from SSOC Board*" (page 4) are the responses from Oakland Fire Department / MACRO staff to those questions and recommendations.

BACKGROUND

On October 9, 2023, City officials marked the conclusion of the pilot by honoring the MACRO responders for their tremendous work throughout the eighteen (18) month pilot program.

The MACRO program has not previously presented at the Public Safety & Services Oversight Commission, as the program does not receive funding from Measure Z, and there is no direct advisory function by the commission for MACRO. While there has been a designated MACRO advisory board during the eighteen (18)-month pilot phase, the Fire Department would welcome an opportunity to have the Safety & Services Oversight Commission become the official body that the MACRO program provides periodic updates to as the program transitions away from the pilot.

MACRO leadership reports to Public Safety Committee on a bi-monthly basis (every other month) on the status of the program.

Monthly Impact Reports and other pertinent information on the program can be found on the [MACRO page](#) on the city's website.

Update On MACRO Operations For Summer 2023 (June, July, & August)

In June 2023, the MACRO responders in the field made six hundred and seventy (670) contacts with community members. Of that total, four hundred and seventeen (417) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on observed behavior, a prior incident response the crew was following, or a perceived health condition. Seventy-one (71) were initiated by 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.

In July 2023, the MACRO responders in the field made four hundred and forty-two (442) contacts with community members. Of that total, two hundred and forty-one (241) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on observed behavior, a prior incident response the crew was following, or a perceived health condition. Seventy-one (71) were initiated by community referral emails, one hundred and forty (140) from calls that came through the 911 dispatch system, and three (3) were initiated by an OFD request. Dispatches and community referral emails initiated 48% of all incidents for the month for a daily average of eight (8) requests for service.

In August 2023, the MACRO responders in the field made four hundred and seventy-nine (479) contacts with community members. Of that total, two hundred (200) engagements were on-view responses, meaning that a MACRO crew self-dispatched to an incident based on observed behavior, a prior incident response the crew was following, or a perceived health condition. Ninety-four (94) were initiated by community referral emails, one hundred and seventy-six (176) from calls that came through the 911 dispatch system, and nine (9) were initiated by an OFD request. Of the total incidents in August 2023, 58% were dispatched, averaging nine (9) dispatches a day. In August 2023, MACRO averaged 2.5 teams in service per day.

Communications division managers from Oakland Fire and Oakland Police continue to work together to ensure that their respective dispatchers have the utmost clarity on the criteria for MACRO call types and the available hours of service so that all eligible calls are appropriately dispatched, and MACRO teams are utilized. Ongoing training and communication between dispatchers, MACRO responders, and police officers and firefighters in the field should continue to generate greater community familiarity with MACRO and a higher volume of non-emergency calls successfully being dispatched to MACRO.

In September 2023, the City Administrators Office requested that a monthly report be developed by Oakland Police which demonstrates the number of non-emergency calls that align with MACRO call criteria that where MACRO was unable to respond due to staffing, hours of service or other factors.

Table 1 – Source of Incident: Summer Months and Program Lifetime Totals

Source of Incident / Call	June 2023	July 2023	August 2023	Lifetime Totals
On-View (self-dispatch)	417 (-7%)	241 (-42%)	200 (-17%)	13,182
911 Dispatch (OPD)	172 (+20%)	140 (-19%)	176 (+26%)	946
Fire Communications Request for Service (OFD)	2 (-89%)	3 (+50%)	9 (+200%)	65
Community Referral (Email)	79 (-27%)	71 (-10%)	94 (+32%)	872
Total	670 (-21%)	455 (-32%)	479 (+5%)	15,065

Types of MACRO Incident Responses for Summer 2023 (June, July, & August) (with the percentage change from month to month):

Table 2 – Incident Types: Summer Months and Program Lifetime Totals

Incident Type	June 2023	July 2023	August 2023	Lifetime Totals
Wellness Checks	273 (-49%)	227 (-17%)	212 (-7%)	10,145
Sleeper	222 (-+19%)	124 (-44%)	154 (+24%)	3,586
Panhandling	1	5 (+400%)	2 (-60%)	127
Behavioral Concern	107 (-9%)	89 (-17%)	100 (+12%)	1,067
Public Indecency	6 (-25%)	10 (+67%)	11 (+10%)	88
Total	609 (-21%)	455 (-32%)	479 (+5%)	15,013

*Included in the total but not the graph is “other” incident types.

As the number of responses initiated by community referrals and dispatches has 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 the 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

Table 3 – Response Totals for City of Oakland Agencies

Institution	Lifetime Response Totals
Oakland Public Library System (OPL)	284
Oakland Schools (OUSD + Private)	136
Oakland House Authority (OHA)	10
Oakland Parks + Rec Centers (OPRC)	889
Total	1,319

All [MACRO Impact Reports](#), including the MACRO 1 Year Impact Report for (April 9, 2022 – April 9, 2023), the June 2023 Impact Report, the July 2023 Impact Report, and the August 2023

Impact Report, are available in the documents section at the bottom of the [MACRO homepage on the City website](#).

Specific Questions from SSOC Board

The following **bold** comments and recommendations below in numeric order are from the SSOC Committee members and came through the City Administrator's Office to the Fire Department / MACRO during the development of this report:

- 1) One of the goals of MACRO is to reduce the number of calls for service for OFD & OPD. Doing so would consequently improve their 911 response times since their overall call volume would be reduced, which would allow them to get to higher priority calls faster. Improving 911 response times is one of the primary objectives of Measure Z ("MZ").**

Oakland Fire Department / MACRO accepts and agrees with this premise.

- 2) Develop a curriculum to train 911 dispatchers on which calls should be delegated to MACRO**

The incident calls or "call types" are focused on non-emergency, non-violent calls. Meetings between OPD & OFD were convened to review incident types and trends for days/times for service call history in the geographic identified areas for the pilot.

MACRO crews respond to low acuity quality of life calls in three categories: (1) Behavioral Health Issues (2) Individual Well-Being (3) Community Disturbance:

Behavioral Health Issues

- Mental Health Concern (Low)
- Mental Health Challenge (Moderate)
- Indecent Exposure (Limited)
- Individual Well Being

Wellness Check

- Sleeper
- Found Senile

Community Disturbance

- Intoxicated Group / Drunk in Public
- Noise Complaint
- Disorderly Juvenile

- Panhandling (Non-Aggressive)

The Oakland Police dispatchers understand the type of calls that fall under MACRO's response criteria. However, more data is needed to determine whether any (or how many) MACRO eligible calls are not being transferred to MACRO, and why that is occurring. Oakland Fire Department / MACRO doesn't possess that data. It is presumed that in some cases, MACRO is not in-service when the call comes to 911. In other cases, the information that was provided by the reporting party exceeded the criteria of what MACRO handles or a greater level of urgency was needed due to it being described as an emergency situation, or a person involved was reported to be threatening, violent or armed with a weapon of some sort.

3) Train dispatchers and MACRO responders on what those parameters are.

The Oakland Fire Department and MACRO does not have a formal or informal role in training Oakland Police Dispatch personnel. That said, month over month, the stats are trending upwards in terms of the number of calls being dispatched via 911, and MACRO continues to hear from Police officers and Fire personnel that they appreciate having MACRO as an option to call on when they observe a person in need of wellness check or other support in the field.

4) Evaluate total scope of calls for service MACRO will ultimately be able to go on.

When the City Council adopted the legislation for the pilot program, the call determinates ("call types") were included. The existing call types and incidents MACRO responds to was included in the legislation. Changes to that scope should be at the direction of the Council, following engagement and coordination with Police Department, Fire Department, MACRO responders, labor unions, and community members.

5) Evaluate why our pilot period statistics for responding to 911 calls are so low when compared to other cities such as San Francisco, Eugene OR, Portland, Albuquerque, and Denver, for example.

The Fire Department/MACRO are in the process of doing a full analysis of the 18-month pilot which will include evaluating our own data in comparison to similar programs. Other jurisdictions use different call types and determinates to initiate responses. MACRO has been in existence for 18 months and exceeded 15,000 responses.

6) Develop more awareness around the program and create a direct phone number residents can call to reach MACRO.

The Fire Chief has committed to having a direct phone line to MACRO by the first quarter of 2024. Having a full-time community engagement or public information officer on staff will increase awareness and familiarity within the broader community.

7) Evaluate the pros and cons of creating a public information officer position to help promote it and then to conduct community engagement city-wide. We agree with this premise.

City Administration and the Human Resource & Management Division are working with multiple city departments to recruit public information officers. MACRO is one of the programs that will directly benefit from the hiring of new personnel.

8) Conduct a daily or monthly review of calls for service and discuss why certain calls could have gone to MACRO or not, and figure out how to do more with MACRO resources going forward.

The Fire Department supports the implementation of a monthly analysis of the data. Doing so would require a new step in the coordination between Oakland Police, Oakland Fire Dept., and MACRO itself.

9) Have the Advisory Board make reports to the SSOC so we can track MACRO's progress. This would also assist with community engagement because the public would have the opportunity to engage them.

The Fire Department supports the development of a strategy whereby the program leaders and key stakeholders have an opportunity to present outcomes and opinions on the program. At a recent Public Safety Committee meeting, members also recommended that Advisory Board members have an opportunity to share their ideas with various governing bodies.

The current MACRO advisory board is made up of eleven (11) volunteers which were selected through an open application process. With the completion of the eighteen (18) month pilot, the City Council may consider developing a plan to have a MACRO board-like entity become a full-fledged city board or commission. The current board does not have public meetings or keep official minutes, is not required to adhere to standard public meeting protocols such as the Brown Act and does not have dedicated staff or policy analysts to evaluate its agenda or actions items. To create a new city board or commission, enabling legislation would need to be drafted and brought to Council for consideration.

As previously noted in the Background, the Fire Department would welcome an opportunity to have the Safety & Services Oversight Commission become the official body that the MACRO program provides periodic updates to as the program transitions away from the pilot.

Local Service Referrals

In Summer 2023 (June, July, & August), MACRO made a total of three hundred and twenty-three (323) referrals to the following service providers:

Table 4 – MACRO Service Referrals: Summer Months and Program Lifetime Totals

Organization	June 2023	July 2023	August 2023	Lifetime
CARES Navigation	9	4	2	441
West Oakland Health Clinic	1	4	1	147
Lifelong Mobile Clinic	23	19	12	190
ACHCH	5	1	5	62
Dignity on Wheels	5	1	4	362
HEPPAC	6	0	0	41
BACS	0	1	4	48
Bridge Housing	1	0	1	25
Amber House	2	2	1	16
Roots Community Clinic	20	14	5	373

St. Mary's Center	22	13	11	206
St. Vincent DePaul	54	37	33	528
Total	148	96	79	2,439

Staffing Update

The MACRO Community Intervention Specialists (CIS) and the Emergency Medical Technician (EMT) positions were publicly posted on July 14, 2023, and closed on August 1, 2023. For the eighteen (18) available positions, we received 209 applications.

- 120 for CIS
- 24 for CIS Bilingual
- 54 for EMT
- 11 for EMT Bilingual

Screening interviews for the CIS positions began September 11, 2023, followed by a Civil Service Exam and Department Level Interviews. The Tentative start date for new hires is projected to be November 13, 2023.

Race & Equity

Over the lifetime of the program, over 83% of MACRO service recipients are BIPOC individuals, fulfilling the mandate of serving BIPOC set forth in Resolution 88553 by Council in 2021. The breakdown of perceived racial demographics of the total 83% BIPOC are as follows: 66% Black, 12% Latinx, 2% Asian, 1% Middle Eastern, and 1% other.

Over 70% of MACRO incidents involve providing service to BIPOC community members, as MACRO designated to do. Over 50% of MACRO incidents served Black community members, while only accounting for 23% of the population in the city of Oakland. Comparing the racial breakdown of MACRO incidents with citywide racial demographics shows us that Black Oaklanders are the only racial group that is overrepresented receiving care from the MACRO team, while all the other races are underrepresented, including Latinx, Asian, White, Middle Eastern, and Native American.

Table 5 – Racial Breakdown of Incidents Summer Months and Program Lifetime

Race	June	July	August	Lifetime	Citywide Demographics ¹
Latinx	10%	10%	11%	12%	27%
Black	59%	58%	50%	66%	23%
Other	1%	0%	1%	1%	<1%
Middle Eastern	1%	0%	1%	1%	<1%
Native American	0%	0%	0%	0%	<1%
White	14%	15%	19%	14%	34%
Asian	4%	4%	3%	2%	16%
Total	*89%	*87%	*85%	*96%	100%

*Percentage totals that do not total to 100% are due to incidents with missing race data.

¹Based on census data from census.gov.

Over the lifetime of the program, approximately 92% of MACRO service recipients are unhoused.

Over the lifetime of the program, approximately 45% of MACRO service recipients are frequent users of emergency services, having interacted with the MACRO program before.

Insurance Coverage of Population Served

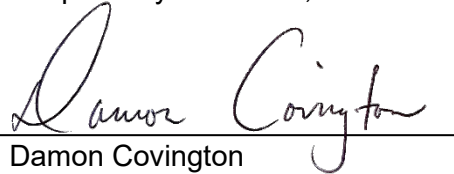
From the start of the program (4/9/2022) until yesterday (9/5/2023), MACRO collected insurance data on 4,130 incidents, which is 29% of all incidents (~14.2k total incidents). The question is not required, so not every incident has this information. While 29% is not a high percentage of the total incidents, the total volume of incidents with data is high enough to be a valid indicator of the population that MACRO serves.

Of those MACRO serves, 61% of recipients have no medical insurance, and nearly the remainder of the recipients, 37%, are on MediCal (also called Covered California). Only eight (8) incidents involved individuals with private insurance and the remaining 1% of individuals have stated they're on Medicare.

Table 6 – Program Lifetime Totals Patient's Medical Insurance Status

Patient Medical Insurance Status	#	%
No Health Insurance	2,533	61%
MediCal	1,546	37%
Medicare	43	1%
Private Health Insurance	8	<1%
Total	4,130	100%
% of total incidents with insurance data		29%

Respectfully submitted,



Damon Covington
Interim Fire Chief

Prepared by: Elliott Jones
MACRO Program Manager &
Dena Delaviz, Data Analyst

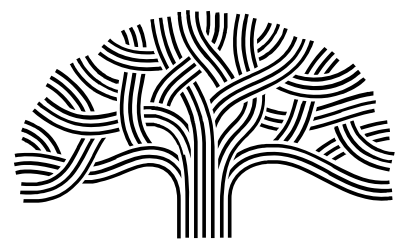
Group & Gun Violence Services

Kentrell Killens, Interim Chief

Jennifer Argueta, Interim Violence Prevention
Services Manager

Gillian Caplan, Program Planner

Department of Violence Prevention



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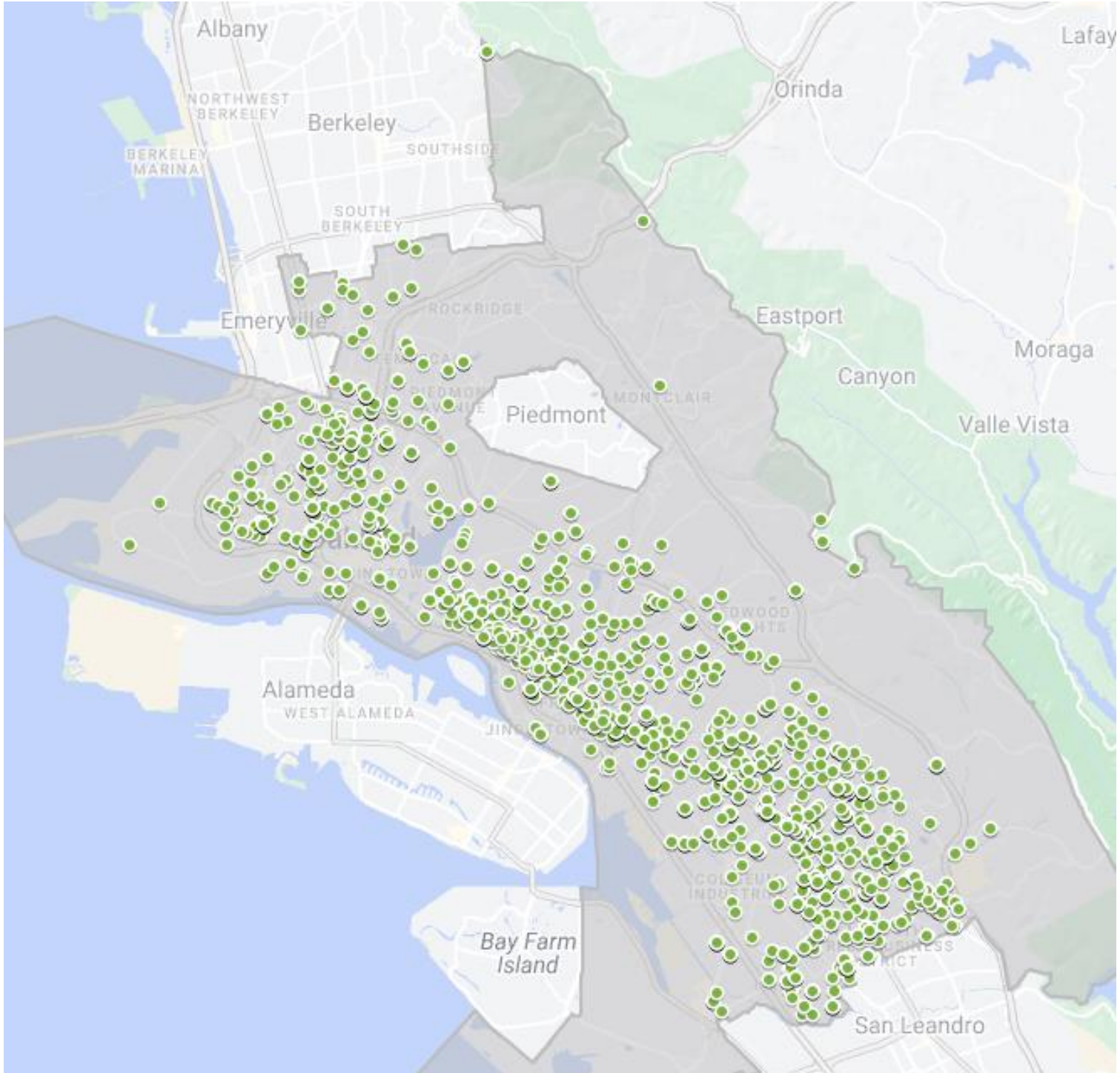
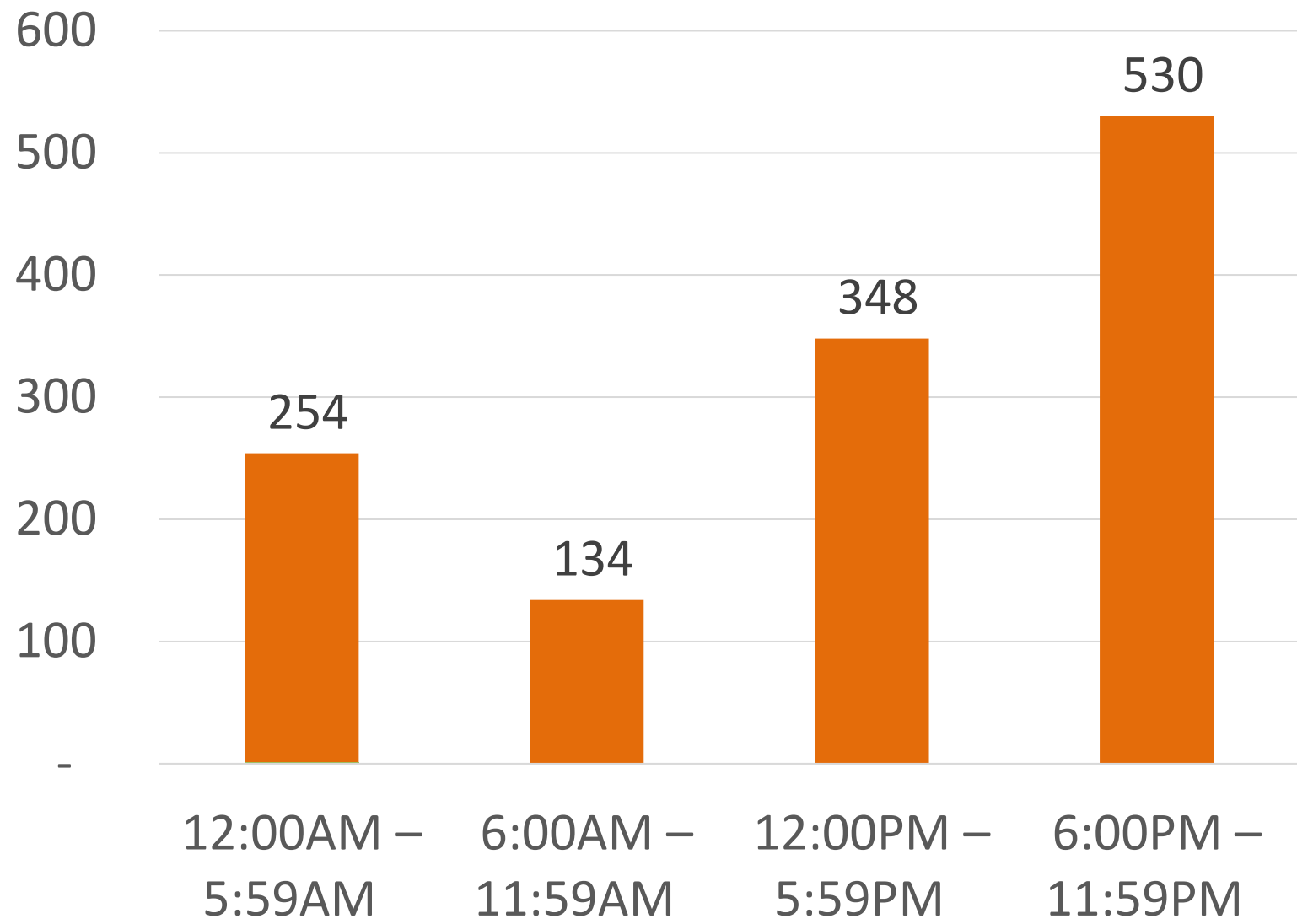


DVP Mandates

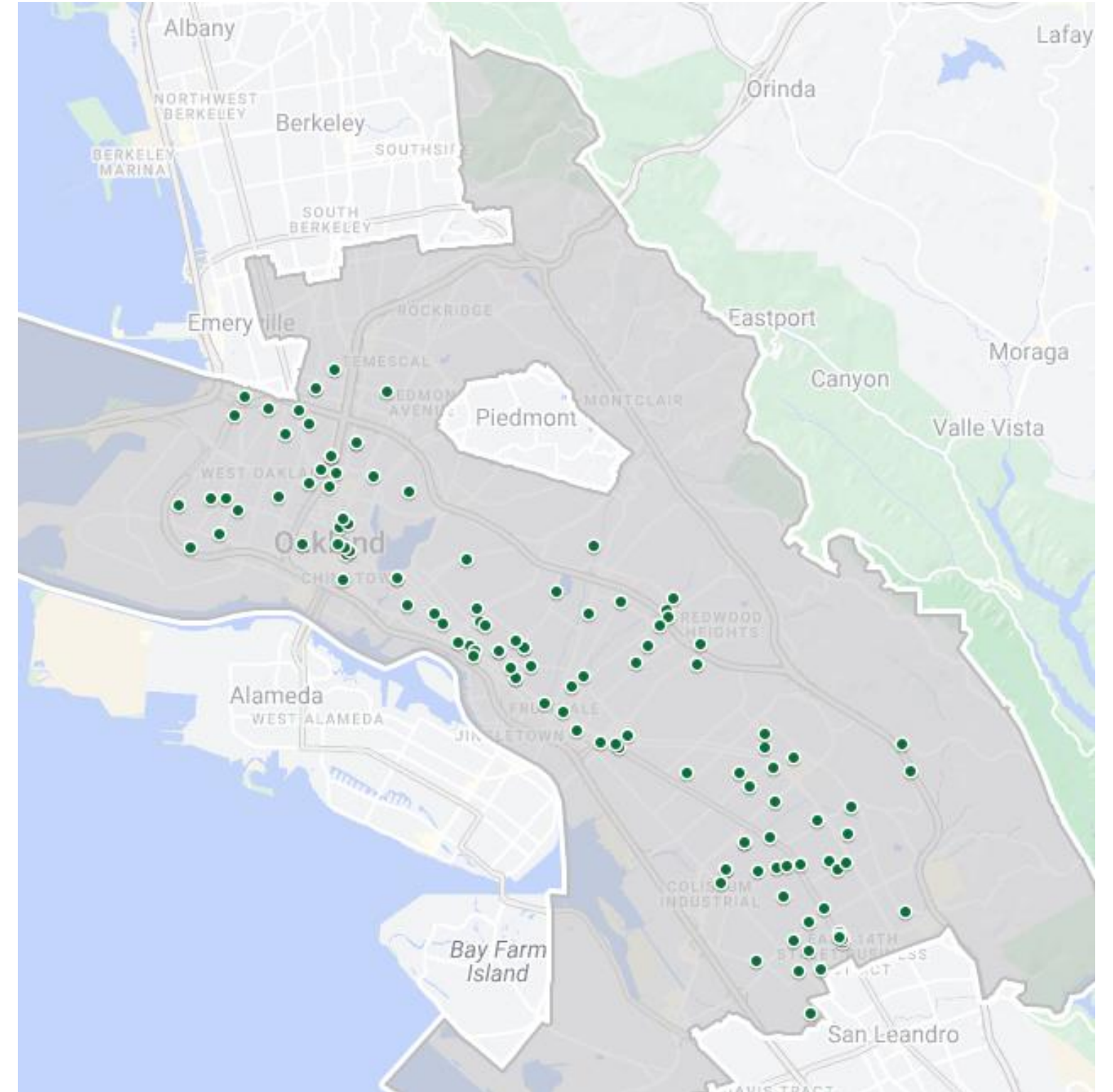
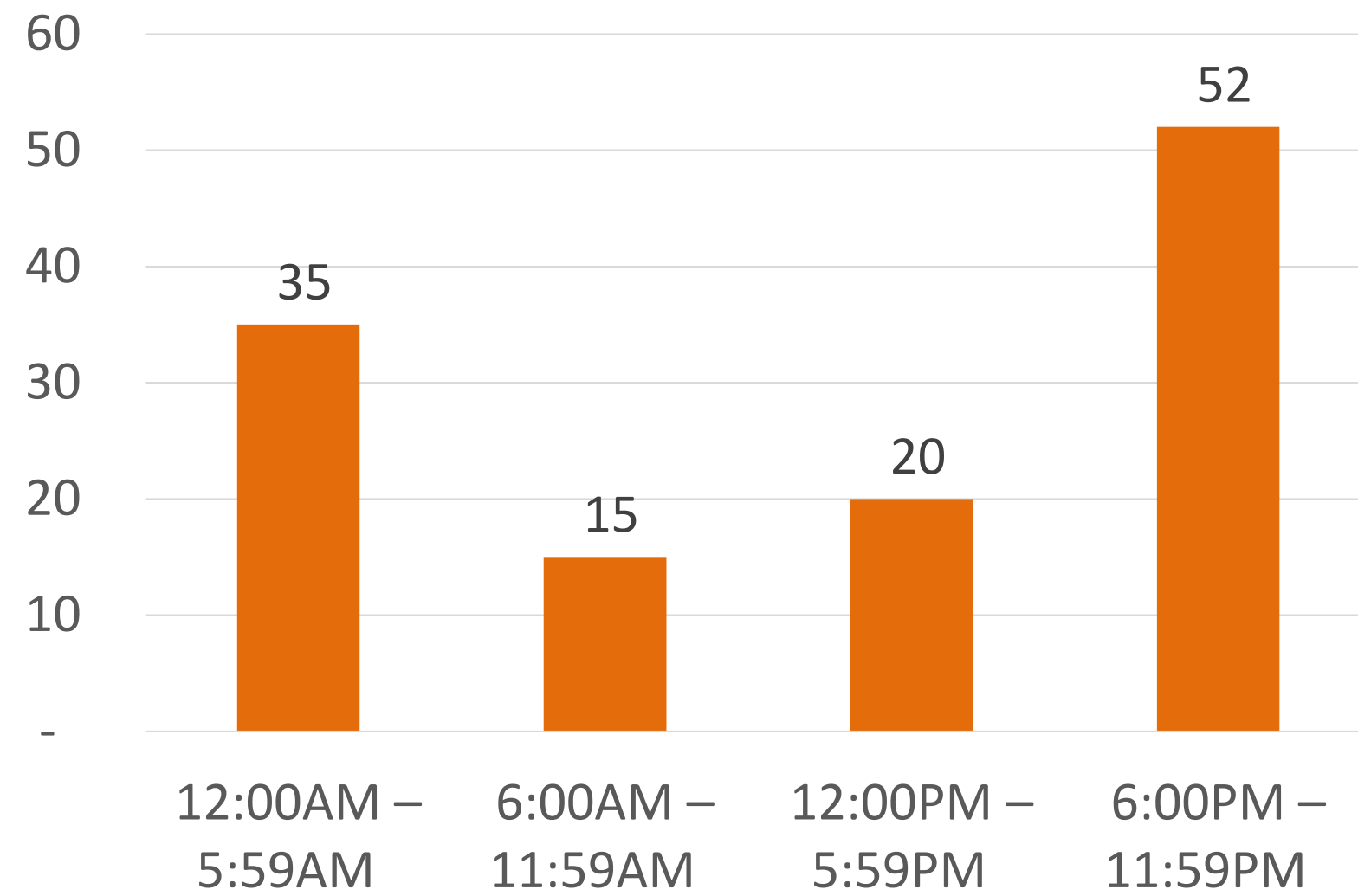
- 1. Reduce gun violence**
- 2. Reduce family trauma associated with homicides**
- 3. Reduce community trauma associated with violence**
4. Reduce intimate partner violence
5. Reduce commercial sexual exploitation



Shootings with Injury in 2022: 1,266



Homicides in 2022: 122





DVP Direct Services



Direct Service Staff

Community engagement team (CET) members

Family coaches

Group violence crisis responders

CET Members

CET members (24) perform outreach to individuals and families in hot spot areas to:

- Proactively mediate conflicts
- Engage individuals in services
- Deliver cognitive behavioral skills training
- Connect individuals to needed services

Family Coaches

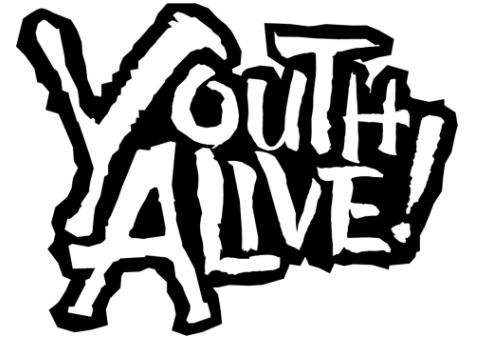
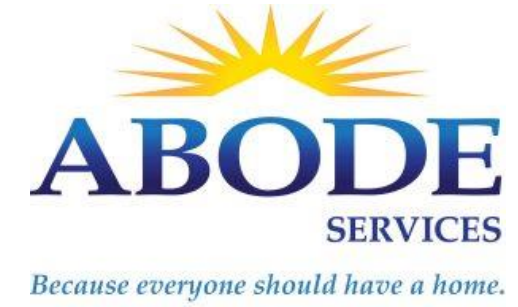
Family coaches support individuals at high risk of violence (primary participant) and their families for 6-7 months.

- **The entire family** receives support from the family coach in strengthening family relationships, functioning, and communication through meetings that happen **1-2 times per month**. The family also receives support accessing needed community resources.
- **The primary participant** receives support with court advocacy, employment, housing, social services, higher education, referrals to system partners, and maintaining compliance with probation/parole through meetings and calls that happen **2-6 times per month**.

Group Violence Crisis Responders

The DVP employs 3 group violence crisis responders who respond to all homicide scenes in Oakland to:

- **Interrupt immediate efforts to retaliate** by requesting a 72-hour pause from impacted parties and simultaneously facilitating mediation conversations.
- **Serve as liaisons** between law enforcement, violence interrupters, and family members.
- **Improve community views of government** by demonstrating a consistent and compassionate response from DVP staff.
- **Develop trusting relationships** with individuals impacted by gun violence in order encourage service uptake and facilitate future mediation activities.



DVP

Network



Services Funded (Starting 10/1/23)

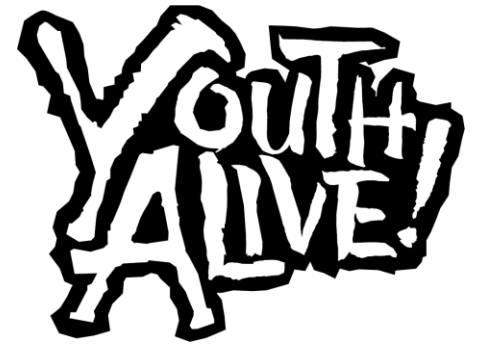
Crisis Response

Emergency relocation	\$463,750
Family support	\$481,250
Hospital response	\$656,250
Violence interruption	\$3,850,000

Extended Support

Adult employment	\$875,000
Adult life coaching	\$2,905,000
Youth diversion	\$848,750
Youth employment	\$1,062,500
Youth life coaching	\$1,820,000

Emergency Relocation - \$463,750



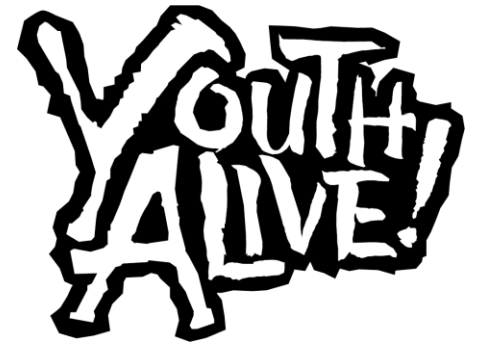
Description:

Emergency relocation funding allows individuals who are in immediate, lethal danger as a result of group violence to be temporarily relocated outside of Oakland while the conflict is mediated or a long-term plan for safety is developed. Funding pays for transportation, hotel stays, and initial rent payments.

Core activities:

- Approve or deny relocation requests.
- Provide financial support for relocation.

Family Support - \$481,250



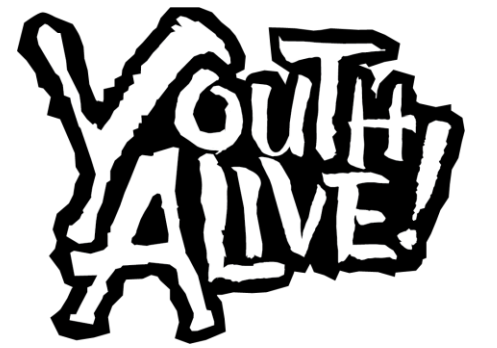
Description:

Family support services are provided to family members of homicide victims. Services include support with completing victim compensation applications, support with submitting relocation requests, referrals to helpful services, and payment of funeral expenses.

Core activities:

- Refer families of homicide victims to services.
- Support individuals with completing victims of crime applications.
- Provide financial support to families for funeral expenses.

Hospital Response - \$656,250



Description:

Hospital responders visit shooting victims in the hospital to educate them about helpful services that are available to them when they are discharged, make referrals to helpful services, and provide short-term case management. Hospital responders also assist victims with completing victim compensation applications.

Core activities:

- Visit shooting victims in the hospital within 24 hours of notification.
- Provide short-term case management to shooting victims.

Violence Interruption - \$3,850,000

Description:

Violence interrupters respond to shooting and homicide scenes to assess risk of retaliatory violence and interrupt potential conflicts between individuals or groups. They also support victims and families with referrals to helpful services like life coaching and emergency relocation.

Core activities:

- Respond to shooting and homicide scenes within 1 hour of notification.
- Mediate conflicts between individuals or groups.
- Refer individuals involved in group or gun violence to services.



Adult Employment - \$875,000



Description:

Adult employment services include pre-employment training, paid work experience, and job placement services for adults at high risk for violence in Oakland. Funded organizations also provide general employment case management services to support individuals in securing and retaining employment.

Core activities:

- Provide employment case management support.
- Provide pre-employment training.
- Provide work experience.
- Help individuals get hired into permanent jobs and support job retention.

Adult Life Coaching - \$2,905,000



Description:

Life coaches support adults at the center of violence in Oakland with identifying and completing goals that reduce their risk for violence. Life coaches refer clients to helpful services and support clients with system navigation, socio-emotional skill development, and strengthening family ties. Life coaches have frequent contact with their clients and use financial incentives to encourage positive behavior change.

Core activities:

- Create life maps and track progress on goals and activities.
- Refer life coaching clients to helpful services.
- Provide incentives for life map goal completion.
- Take life coaching clients on learning trips.

Youth Diversion - \$848,750



Description:

Youth diversion services redirect youth away from involvement in the juvenile justice system by allowing youth to participate in a diversion program that promotes accountability and healing in lieu of charges being filed. Diversion program staff support youth in accessing helpful services and developing and completing a plan to repair harm.

Core activities:

- Provide case management to youth who are completing a diversion program in lieu of having charges filed.
- Refer youth enrolled in a diversion program to helpful services.
- Refer youth from the Juvenile Justice Center to life coaching services.

Youth Employment - \$1,062,500

Description:

Youth employment services include pre-employment training, career exploration opportunities, and paid work experience for youth at high risk for violence in Oakland. Funded organizations also provide academic case management to facilitate school attendance and graduation.

Core activities:

- Provide employment case management support to individuals.
- Provide pre-employment training to individuals.
- Provide work experience to individuals.



Youth Life Coaching - \$1,820,000



Description:

Youth life coaches support youth at the center of violence in Oakland with identifying and completing goals that reduce their risk for violence. Life coaches refer clients to helpful services and support clients with system navigation, socio-emotional skill development, and strengthening family ties. Life coaches have frequent contact with their clients and use financial incentives to encourage positive behavior change.

Core activities:

- Create life maps and track progress on goals and activities.
- Refer life coaching clients to helpful services.
- Provide incentives for life map goal completion.
- Take life coaching clients on learning trips.

THANK YOU

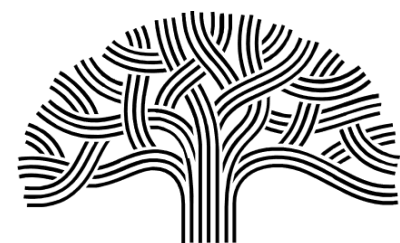
To learn more about all the work of the DVP, please visit our website.

[OAKLANDCA.GOV/DEPARTMENTS/
VIOLENCE-PREVENTION](https://oaklandca.gov/departments/violence-prevention)

Public Safety and Services Oversight Commission (SSOC)

Paula Hawthorn, Chair
Yoana Tchoukleva, Vice Chair
Omar Farmer, Commissioner

November 28, 2023



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SSOC Commissioners

Michael Wallace (Mayoral)

Omar Farmer (District 2)

Paula Hawthorn, (District 3)

Yoana Tchoukleva, Vice Chair (District 4)

Carlotta Brown (District 6)

Gloria Bailey-Ray (District 7₂)**

Sonya Mehta (At-Large)

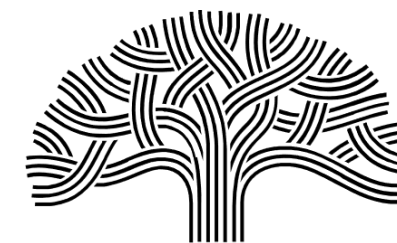
Vacant: Districts 1 and 5



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Purpose of Measure Z

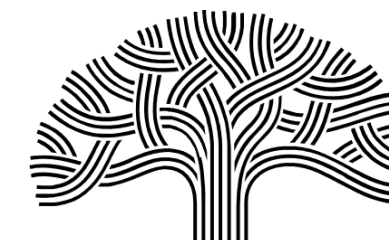
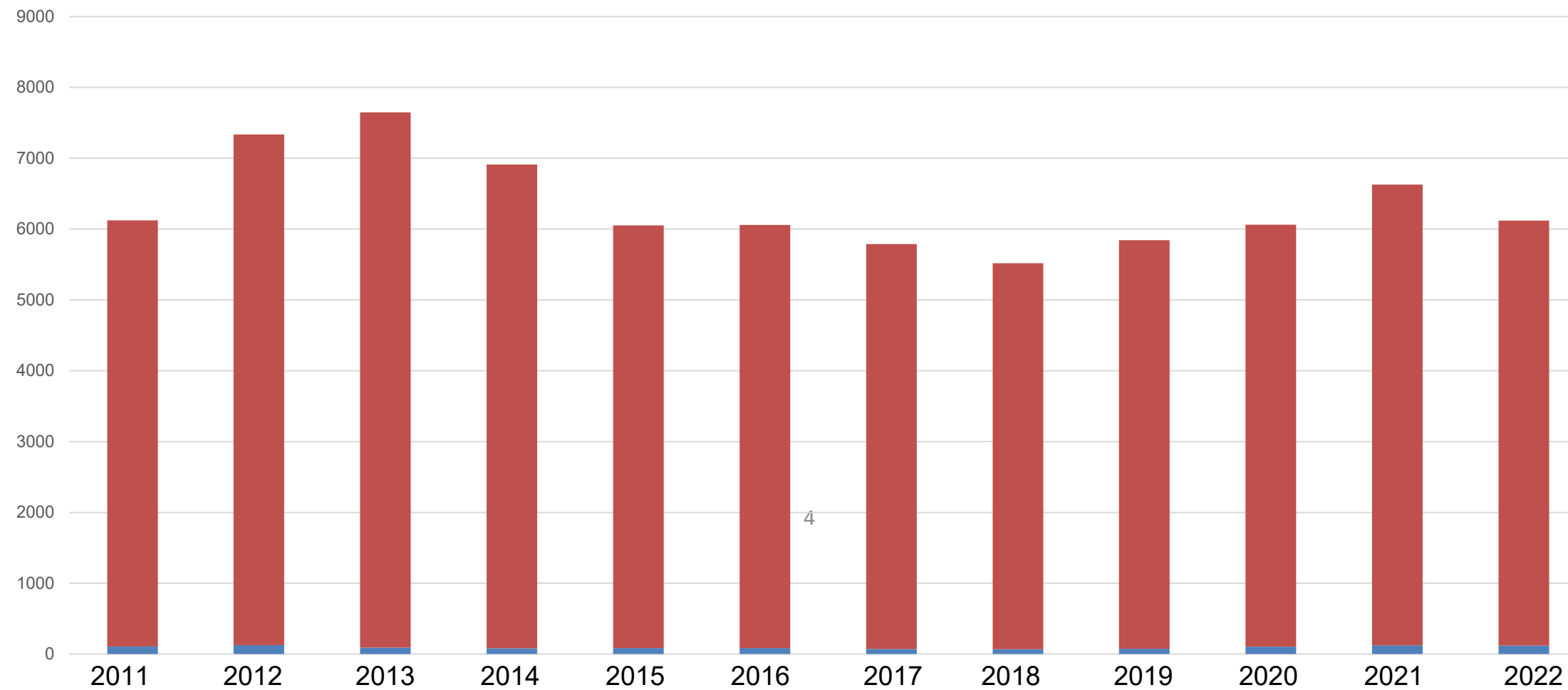
“Maintain police and fire services and violence prevention and intervention strategies to address violent crime and to improve public safety in Oakland”



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Oakland Crime Statistics

Homicides + Rape + Assault + Robbery

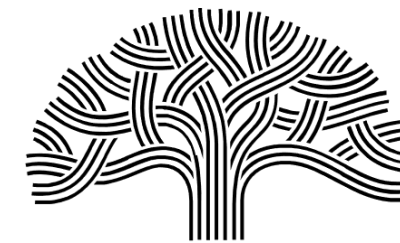


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Oakland Crime Statistics: Year to Date

2022	96 Homicides	4,781 Violent Crime Total
2023	94 Homicides	5,781 Violent Crime Total

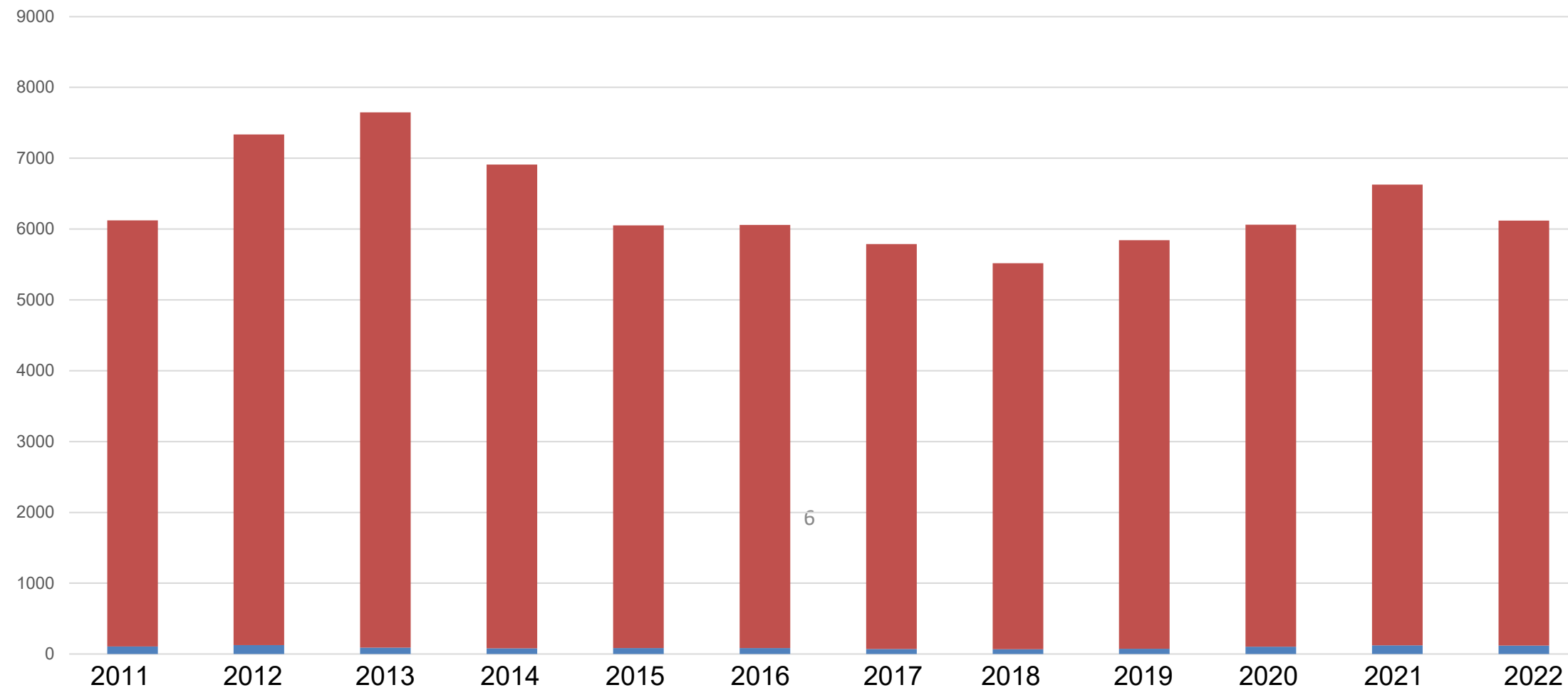
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Oakland Crime Statistics

Homicides + Rape + Assault + Robbery

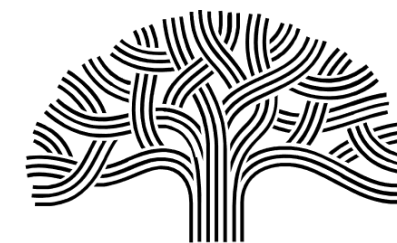


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Agenda for Today's Presentation

- I. How is MZ money being spent?
- II. Is MZ money being spent effectively?
- III. How has the SSOC implemented its Strategic Plan?
- IV. What recommendations does the SSOC have

7



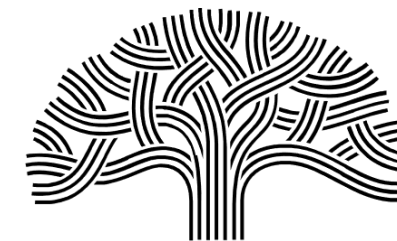
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Section I: How is MZ Money Being Spent?

- Data from 2021/2022 Audit (latest available)
- Total revenue (parking tax, parcel tax): \$27,726,173

- Total Expenditures:

Police:	8	11,003,480
Fire:		2,000,000
DVP:		8,287,187

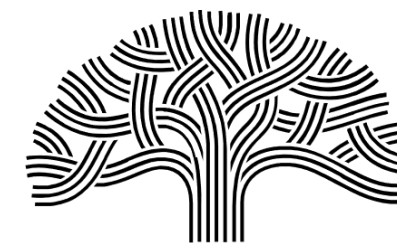


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Oakland Police Dept: 54 Officers (2021/2022 Data)

- Crime Reduction Team - \$4M, 20 officers
- Community Resource Officers - \$0.97M, 7 officers
- Intelligence Based Violence Suppression - \$1.7M, 6 officers
- Ceasefire - \$4M, 21 officers

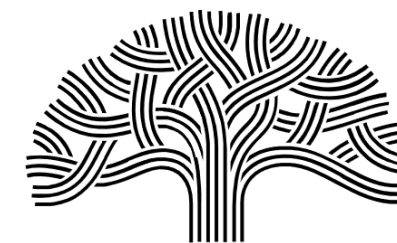
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Ceasefire (2021/2022 Data)

- Well researched gun violence prevention program
- MZ pays \$4M out of total OPD Ceasefire funding of \$12.6M
- Ceasefire is 3 parts: Police, Community and Social Services



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Social Services (Dept of Violence Prevention) 2023/2024 Data

FY 2023/2024

- MZ Funding: \$11M
- General Fund: \$10M

Three Strategic areas: 58 Programs, 30 Organizations

- Group & Gun Violence Response
- Gender-Based Violence Response
- Community Healing and Restoration



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Section II: Is MZ Money Being Spent Effectively?

- No audit, report, or evaluation has ever shown malfeasance
- Program evals have shown effectiveness
- Supported 54 OPD officers¹²
- Helped Fire Department funding



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Section III. Strategic Plan - Overview

<p>1.1 Receive a report on issues identified in annual fiscal and performance audits that affect MZ resources</p>	<p>2.1 Receive an annual Ceasefire MZ report</p>	<p>2.5 Receive an annual update concerning diversity, recruitment, and retention for MZ funded positions</p>
<p>1.2 Receive an annual report from DVP on GBV expenditures</p>	<p>2.2 Receive an annual CRO MZ report</p>	<p>2.6 Receive a report on success markers for OFD + analysis of 911 times</p>
<p>1.3 Receive a report from OPD on their ability to maintain sufficient resources to accomplish geo-policing goals</p>	<p>2.3 Receive an annual OPS 1-3 (aka CRTs) MZ report</p>	<p>3.1 Create a community engagement plan</p> <p>3.2 Create an annual SSOC report for joint mtg</p>
<p>1.4 Receive an annual report from the SVS on geo-policing</p>	<p>2.4 Create a document that tracks all recommendations from evals</p>	<p>4.1 Consider recommending ordinances, resolutions, and regulations</p>

Deeper Look into Strategic Plan Part 3: Community Outreach & Engagement

- *Objective 3.1: Consider creating a community engagement committee to discuss the efficacy of MZ with members of the public.*
- Created in January 2023, The CARE Committee (Community Activation, Research and Elevation) is made up of Commissioner Omar Farmer and Vice Chair Yoana Tchoukleva.
- Held presentations at Beat 22 NCPC (2/15/23), League of Women Voters (5/9/23), Violence Prevention Coalition (7/17/23), Grand Lake NCPC (8/16/23), Faith in Action EB (9/30/23).
- Answered questions, received feedback and ideas for recommendations.



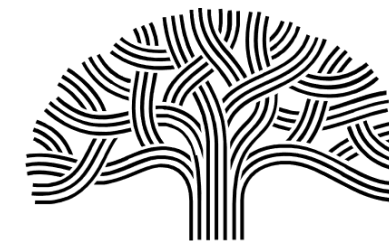
Section III. Strategic Plan - Progress

<p>1.1 - Report made by interim City Administrator at April SSOC Mtg, Item 7</p>	<p>2.1 - TBD by OPD at Oct or Nov 2023 SSOC Mtg</p>	<p>2.5 - TBD by OPD at Oct or Nov 2023 SSOC Mtg</p>
<p>1.2 - Report made by DVP at April SSOC Mtg, Item 8</p>	<p>2.2 - TBD by OPD at Oct or Nov 2023 SSOC Mtg</p>	<p>2.6 - TBD by OFD at October 2023 SSOC Mtg</p>
<p>1.3 - TBD at Oct or Nov 2023 SSOC Mtg</p>	<p>2.3 - TBD by OPD at Oct or Nov 2023 SSOC Mtg</p>	<p>3.1 - See CARE Slide 16 3.2 - See this presentation</p>
<p>1.4 - Report made by OFD at April SSOC Mtg, Item 9</p>	<p>2.4 - In progress by Commissioner Farmer</p>	<p>4.1 - Verified Response from 2022. See slide 17 for 2023</p>



Section IV. SSOC Recommendations

- Recommendations to improve 911 response times:
 - **Verified Response (from 2022):** 98% of burglary alarms are false = 4.5-6.8 annual FTE hours wasted by OPD. Verify all alarms and/or ones from repeat offenders.
 - **ASAP to PSAP:** a CAD to CAD interface that identifies whether there's a burglary in progress and creates a call for service itself in milliseconds instead of minutes.
 - **MACRO Development:** improves OPD 911 response times by having non-sworn personnel respond to non-violent calls instead of OPD.
 - **Self-triage 911 system:** prevent hold times by allowing residents to press 1-OPD, 2-Fire/Medical, 3-MACRO.
 - **Promote direct line to OFD dispatch:** prevents 911 hold times and gets people the care they need immediately by calling **(510) 444-1616** for Fire/Medical emergencies.



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Section IV. SSOC Recommendations

- Recommendations from the Reimagine Public Safety Process that serve to improve violence prevention outcomes among youth and young adults:
 - [# 69/107](#) - Invest in **Restorative Justice diversion programs** for youth run by the Neighborhood Opportunity and Accountability Board (NOAB) and by Community Works, which have been shown to reduce recidivism.
 - [# 122](#) - Facilitate **partnership b/n Oakland Youth Advisory Commission (OYAC) and Oakland Police and Community Youth Leadership Council (OPC-YCL)**

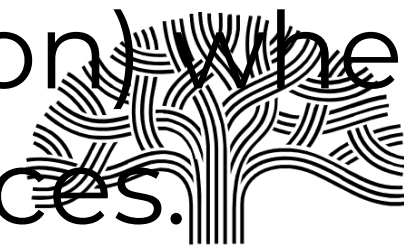
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Section IV. SSOC Recommendations

- Recommendations that serve to reduce gender-based violence, shootings and gun-related violence:
 - [# 67](#) - Begin moving toward the **vision of Oakland as a restorative city** by investing in RJ centers, like Restore Oakland, and by developing a phone app that makes it easier for community members to access existing services (such as job opportunities, housing, mental health resources, etc.)
 - [# 68](#) - **Build a Reentry Hub** (one-stop location) where justice-involved folks can get access to services.



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Section IV. SSOC Recommendations

- Recommendations that serve to reduce gender-based violence, shootings and gun-related violence
 - [# 149](#) - Provide additional funding to the Department of Violence Prevention by reallocating funding from the General Fund and/or supporting the passage of a new Measure Z.
 - [# 36/97/43](#) – Create a joint **OPD and OFD academy** for a new Public Safety Officer position. May help with recruitment and personnel shortages.

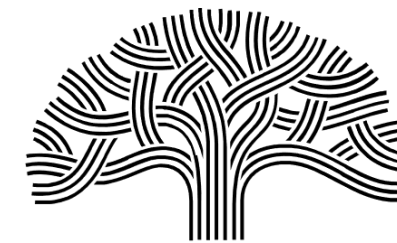
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Thank you so much! Questions & Comments?



Mural by Chris Granillo and *Dragon School*, a nonprofit that inspires and supports youth to create community murals



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