

Mobile Assistance Community Responders of Oakland (MACRO) Pilot Program Pre-Proposal Meeting – Q & A

11/5/20

Questions and Answers

Q1. May we have a list of attendees?

A. Yes, a list of attendees will be emailed out after the MACRO pre-proposal meeting to all registrants.

Q2. Is there a recording of the meeting that will be made available later?

A. While the meeting is being recorded, it will not be posted publicly.

Q3. Will the slide deck be sent out?

A. Yes, the PowerPoint presentation will be emailed out to all registrants after the meeting.

Q4. Does MACRO include non-injury traffic accidents, noise complaints, and disputes between neighbors?

A. At this time, the protocol for MACRO field team deployment has not been finalized. We do not foresee MACRO teams responding to non-injury traffic accidents.

Q5. Are you looking to award the contract to only one provider or to several providers?

A. Due to limited funds available to implement the MACRO pilot, collaborative proposals that identify one lead agency with sub-contracted partners are encouraged. There is also the possibility of more than one awarded contract.

Q6. There's mention of two geographic locations that MACRO will be launched, which locations are they?

A. Broadly, East and West Oakland are the identified regions. More specific designated neighborhoods may be identified through the planning phase.

Q7. Has an evaluator for this pilot project already been identified? If so, who?

A. The evaluator has not yet been selected.

Q8. If a person harmed wants to use the crisis response line rather than contact law enforcement, but the crisis is violent or a felony, would they be denied services or connected to other CBOs in the DVP network such as organizations who may use a restorative justice approach to handle incidents outside of law enforcement.

A. During the launch of the MACRO pilot program, we anticipate all MACRO responses will be dispatched through 911. An additional crisis response line may be employed later in the pilot. The dispatch protocols will be finalized during the planning phase. In the MACRO feasibility report based on the CAHOOTS model, the pilot proposes the initial MACRO response will be to non-violent, non-felony, quality of life complaints. At this time, we do not envision MACRO as a

referral source for the DVP network, which is focused on strategies to address gun and gender-based violence. Applicants should review the proposed model and share their qualifications to provide crisis response and follow-up services that could include restorative practices, but is not intended to be a restorative justice response.

Q9. What confidentiality do people have when they talk to MACRO staff on the crisis response line? Are there mandated reporting requirements and instances when MACRO staff would contact law enforcement?

A. MACRO calls will initially be dispatched through 911. Decisions regarding confidentiality or mandated reporting requirements in the context of current 911 protocols will be reviewed during the planning phase.

While not specifically asked, please note, MACRO field teams will initially respond to crisis calls without law enforcement involvement. If the MACRO field team identifies a safety concern, law enforcement assistance can be requested by the MACRO team.

Q10. What are the specifications/expectations with dispatch? How will it work or is it up to the provider to design dispatch?

A. MACRO calls will initially be dispatched through the 911 call center. The protocols for dispatching MACRO teams will be finalized by the MACRO Coordination Team, as referenced in the RFQ, during the planning phase. The selected provider will be part of the MACRO Coordination Team.

Q11. If the 911 protocol has not been finalized, how would you advise applicants to consider budget implications related to dispatch such as type and number of calls? Will we be able to modify the budget when we know more?

A. Budget proposals should include the staffing model presented in the RFQ. The number of proposed teams available to respond at any given time will determine the level of response and number of calls responded to during this pilot. Successful applicants will have the opportunity to revise their budgets before contracting.

Q12. How did the City conceptualize the number of non-serious calls with the expected staffing structure?

A. The number of calls has not yet been determined. The Coordination team will review additional data about the frequency of potential MACRO calls- days of the week, time of day, and location- is expected during the planning phase. Determining which calls will be appropriate for MACRO team response will be data-driven and decided in partnership with the MACRO Coordination Team throughout the pilot.

Q13. How will the communication between dispatch and the MACRO provider occur?

A. Dispatch equipment will be made available to the provider and does not need to be included in the proposed budget.