

**MACRO
IMPACT
APRIL
2023**

914 Total Contacts



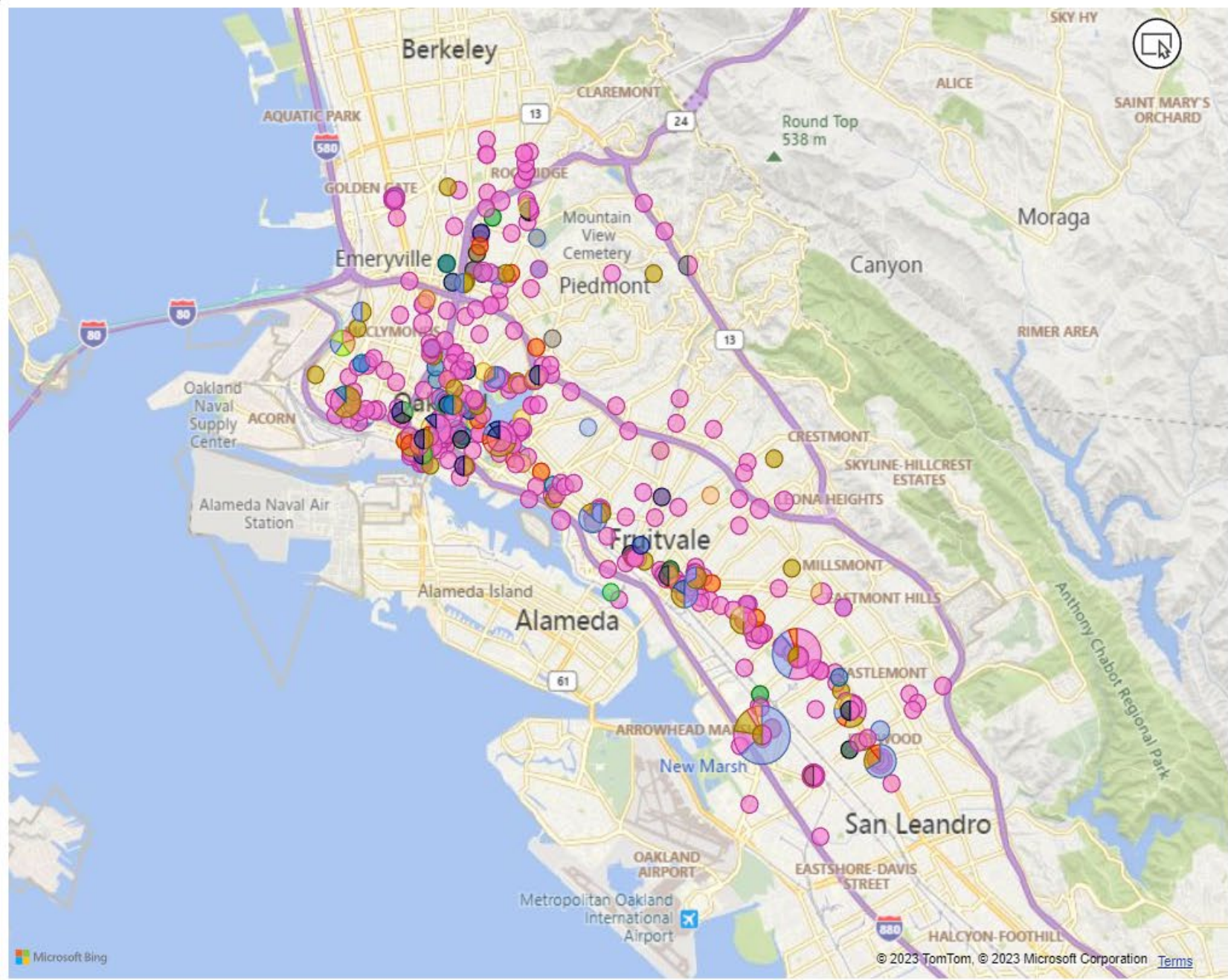
SOURCE OF CALL

APRIL 2023

| Source of Incident/Call | Jan 2023 | Feb 2023 | Mar 2023 | April 2023 | Month over Month Change |
|--------------------------|----------|----------|----------|------------|-------------------------|
| On-View (self dispatch) | 1,174 | 1,107 | 1,273 | 725 | -43% |
| 911 Dispatch from Police | 65 | 60 | 105 | 78 | -26% |
| 911 Dispatch from Fire | * | 1 | 8 | 2 | -75% |
| Community Referral | 46 | 121 | 119 | 109 | -8% |
| Total | 1,285 | 1,289 | 1,397 | 914 | -35% |

*MACRO began differentiating dispatch calls between Fire and Police in February 2023.

MACRO Lifetime Contact Map



Incident Count

774*

*140 Incidents had missing geographical data to be included in this map.

Incident Date

4/1/2023

4/30/2023



Time of Incident

7

12330

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

Collaboration with the Police to Safely Deescalate a Behavioral Episode

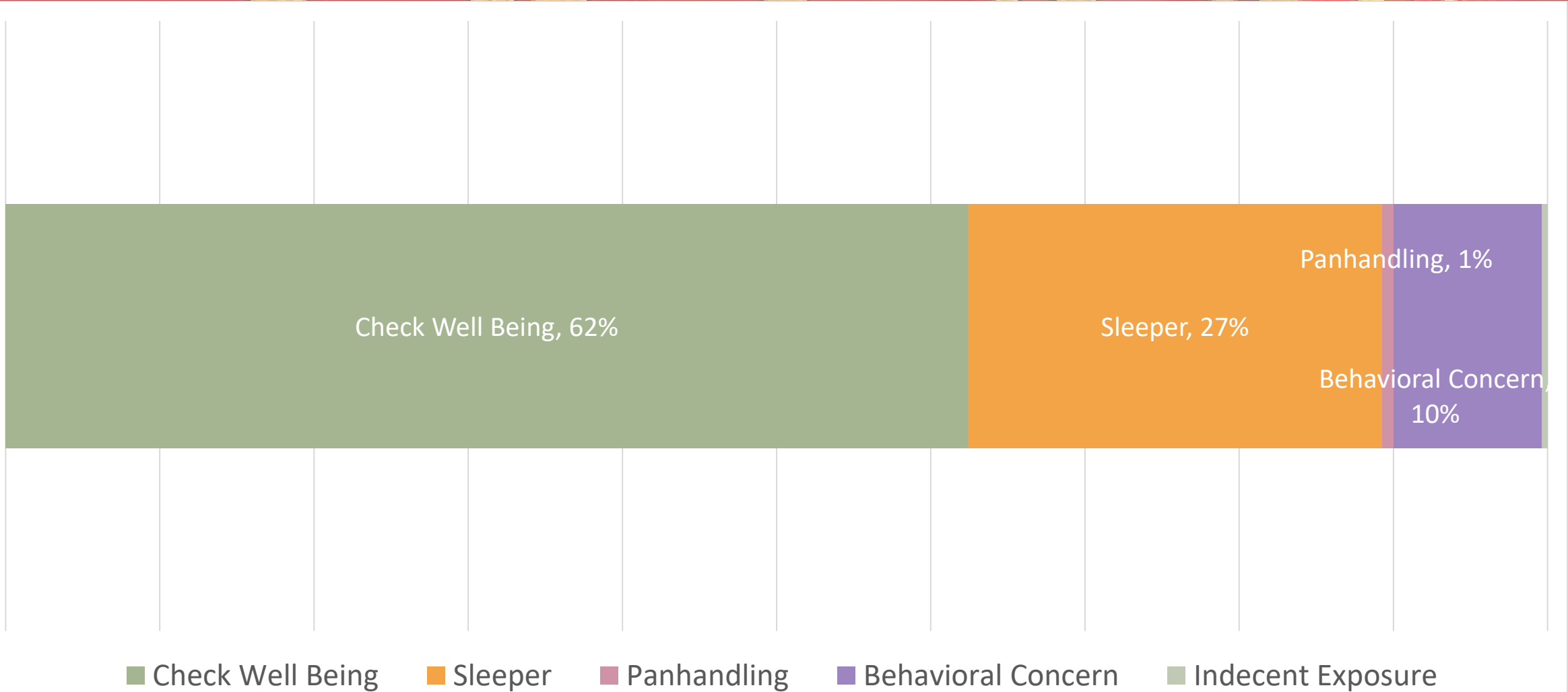
April 27, 2023

MACRO was approached by a community member (CM) who was screaming and pacing back and forth and walking in and out of the street. MACRO engaged from the vehicle for safety reasons, asking them to stay on the sidewalk. The CM stated that he needed to go to the hospital pointing at his hospital wrist band stating, "I need to get back to summit". There were no apparent injuries or illnesses stated by the CM. MACRO 6 then requested an OPD Response because the community member was putting not only himself but others around him in danger by staying in the middle of the street and not complying with instructions by MACRO responders.

MACRO then stayed in the vehicle and monitored the situation as the CM remained pacing back and forth in the bus lane in the street. Approximately 10 minutes later an OPD officer (Unit 1538) arrived on scene and appeared to be familiar with the CM. MACRO CIS engaged with the officer and explained the situation. The Officer was able to calmly ask the CM to come to the sidewalk to which the CM complied. Shortly after, another officer, FALCK unit and Engine company 13 arrived on scene. Shortly after OPD engaged with him, he got into the ambulance with no resistance. MACRO 6 then left the scene. There were no injuries to any community members or responders on scene. MPTA.

INCIDENT TYPES

APRIL 2023



INCIDENT TYPES

APRIL 2023

| Incident Type | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | April 2023 | Month over Month % Change |
|--------------------|----------|----------|----------|----------|------------|---------------------------|
| Check Well Being | 673 | 926 | 883 | 876 | 616 | -30% |
| Sleeper | 198 | 299 | 345 | 396 | 213 | -46% |
| Panhandling | 8 | 10 | 8 | 12 | 6 | -50% |
| Behavioral Concern | 68 | 49 | 52 | 100 | 76 | -24% |
| Public Indecency | 2 | 1 | 1 | 13 | 3 | -77% |
| Total | 932 | 1,285 | 1,289 | 1,397 | 914 | -35% |

Understanding Unhoused Individuals Managing the Gap Between Differing Resources

April 17, 2023

There's a couple MACRO's met before, X and Y. They are sweet, Y is a vet and has a case with Swords to Plowshares. They just got out of a 45 day stay in a hotel they were given from Swords. They have housing set up that is opening to them in less than 3 weeks so they are out on the street in the mean time. They also are working with Ivan from Operation Dignity and are waiting on availability for a place, so whichever comes first for them, they will take.

They were in the doorway no longer than an hour or two before our call came in.

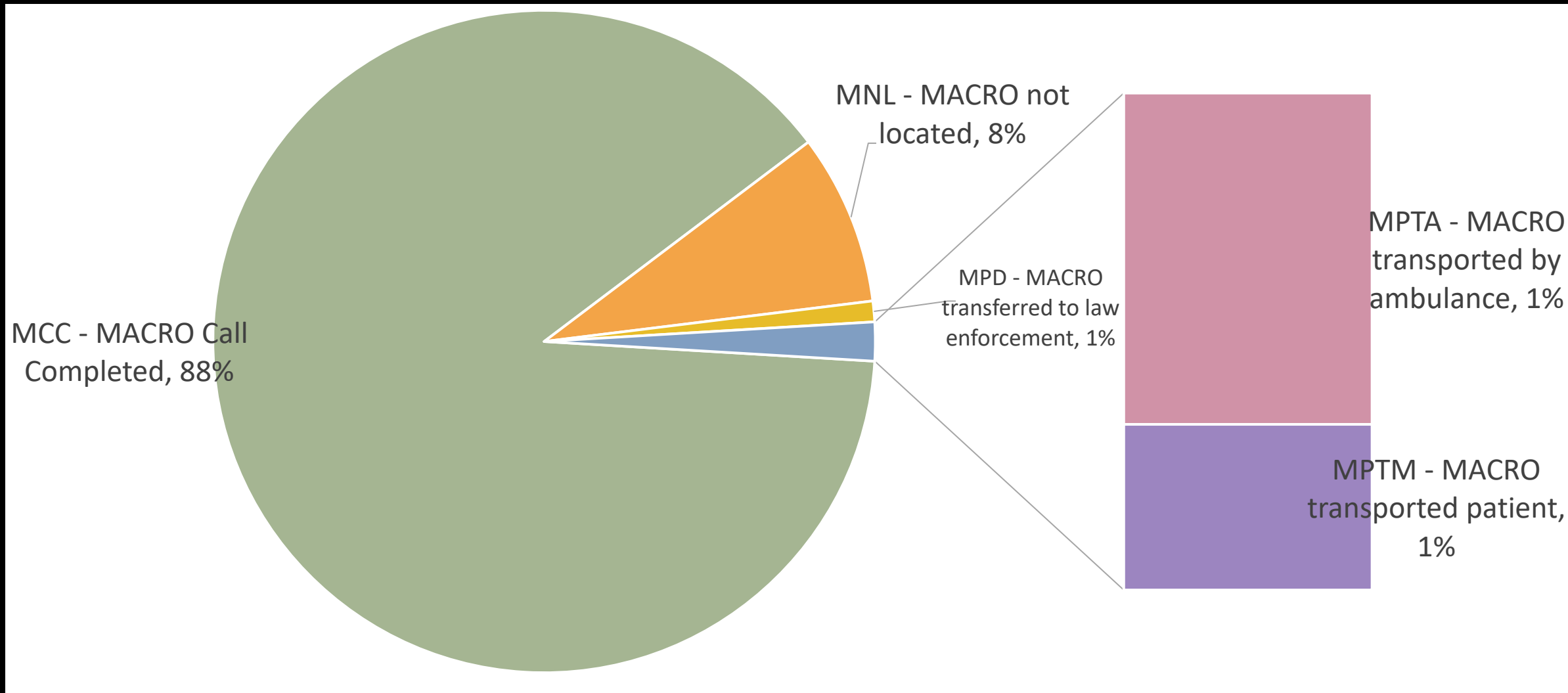
They were preparing to pack up and find a better/safer location as we were leaving. They don't want to be a bother but they also don't want to be bothered, understandably.

They didn't need any other resource referrals as they are on top of things, Y is doing everything he can right now to get them connected.

We will check the area tomorrow for them and maybe try and find a temp stay somewhere until housing opens, or we will call Ivan again and let him know their location so they can meet up and talk temporary shelter.

INCIDENT RESOLUTIONS

APRIL 2023



INCIDENT RESOLUTIONS

APRIL 2023

| Call Resolution | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | April 2023 | Change from last Month |
|---|----------|----------|----------|----------|------------|------------------------|
| Call Completed (MCC) | 902 | 1,232 | 1,241 | 1,323 | 825 | -37% |
| Not Located (MNL) | 21 | 42 | 40 | 62 | 66 | +7% |
| Transferred to PD (MPD) | 4 | 7 | 7 | 9 | 8 | -11% |
| Transferred to Emergency Medical (MEM) | 5 | 4 | 1 | 3 | * | - |
| Patient transported by Ambulance (MPTA) | * | * | * | * | 10 | - |
| MACRO transported Patient (MPTM) | * | * | * | * | 5 | - |
| Total | 932 | 1,285 | 1,289 | 1,397 | 914 | -35% |

*MACRO began differentiating call resolutions with new codes MPTM and MPTA beginning April, 2023.

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 (Kinfox Coffee) to perform a wellness check on an individual that frequents around the area and recently came in 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 converse with 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.

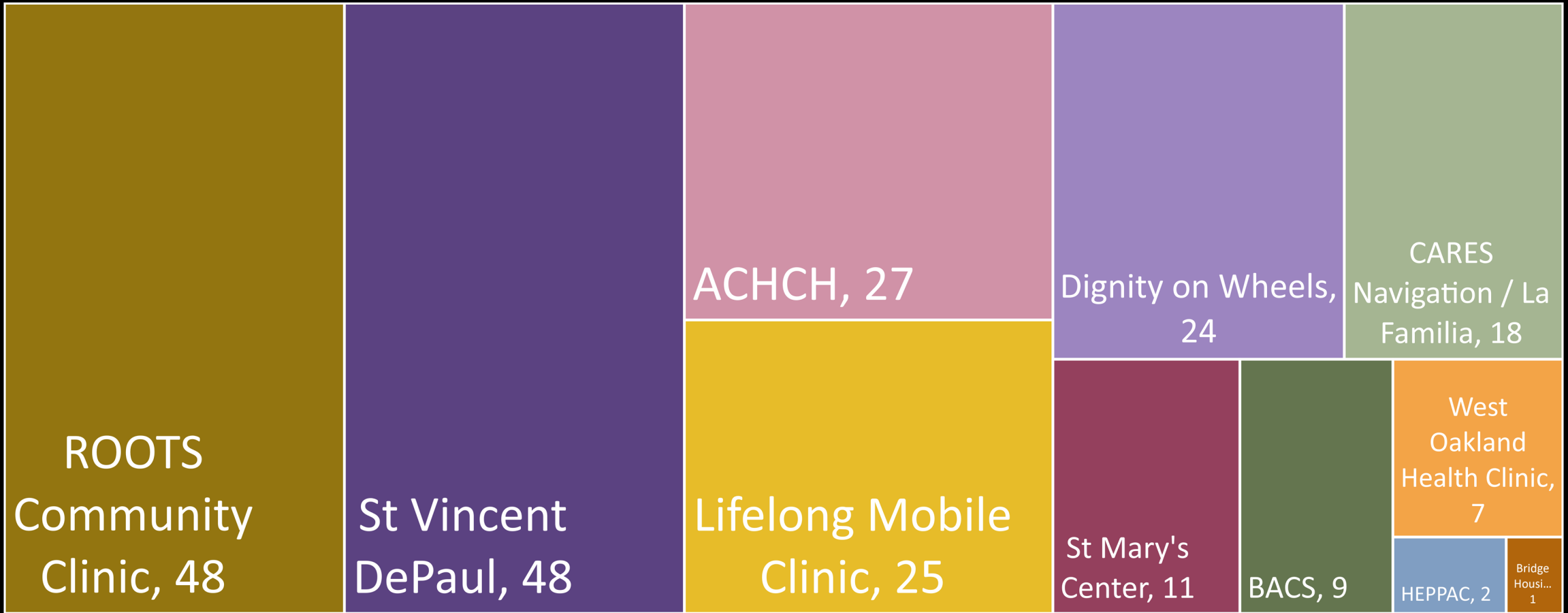
LOCAL SERVICE REFERRALS

APRIL 2023

| Referrals | Jan 2023 | Feb 2023 | Mar 2023 | April 2023 | % change from prior month |
|---|----------|----------|----------|------------|---------------------------|
| CARES Navigation / La Familia | 17 | 16 | 13 | 18 | +38% |
| West Oakland Health Clinic | 2 | 2 | 1 | 7 | +600% |
| Lifelong Mobile Clinic | 9 | 8 | 17 | 25 | +47% |
| ACHCH (Alameda County Healthcare for the Homeless) | 2 | 1 | 1 | 27 | +2600% |
| Dignity on Wheels | 32 | 67 | 54 | 24 | -56% |
| HEPPAC (HIV Education and Prevention Project of Alameda County) | 7 | 6 | 5 | 2 | -60% |
| BACS (Bay Area Community Services) | 6 | 6 | 2 | 9 | +350% |
| Amber House | 0 | 4 | 0 | 0 | 0% |
| Bridge Housing | 3 | 3 | 2 | 1 | -50% |
| ROOTS Community Clinic | 10 | 60 | 89 | 48 | -46% |
| St Mary's Center | 7 | 3 | 12 | 11 | -8% |
| St Vincent DePaul | 43 | 46 | 66 | 48 | -27% |
| Total | 138 | 222 | 262 | 220 | -16% |

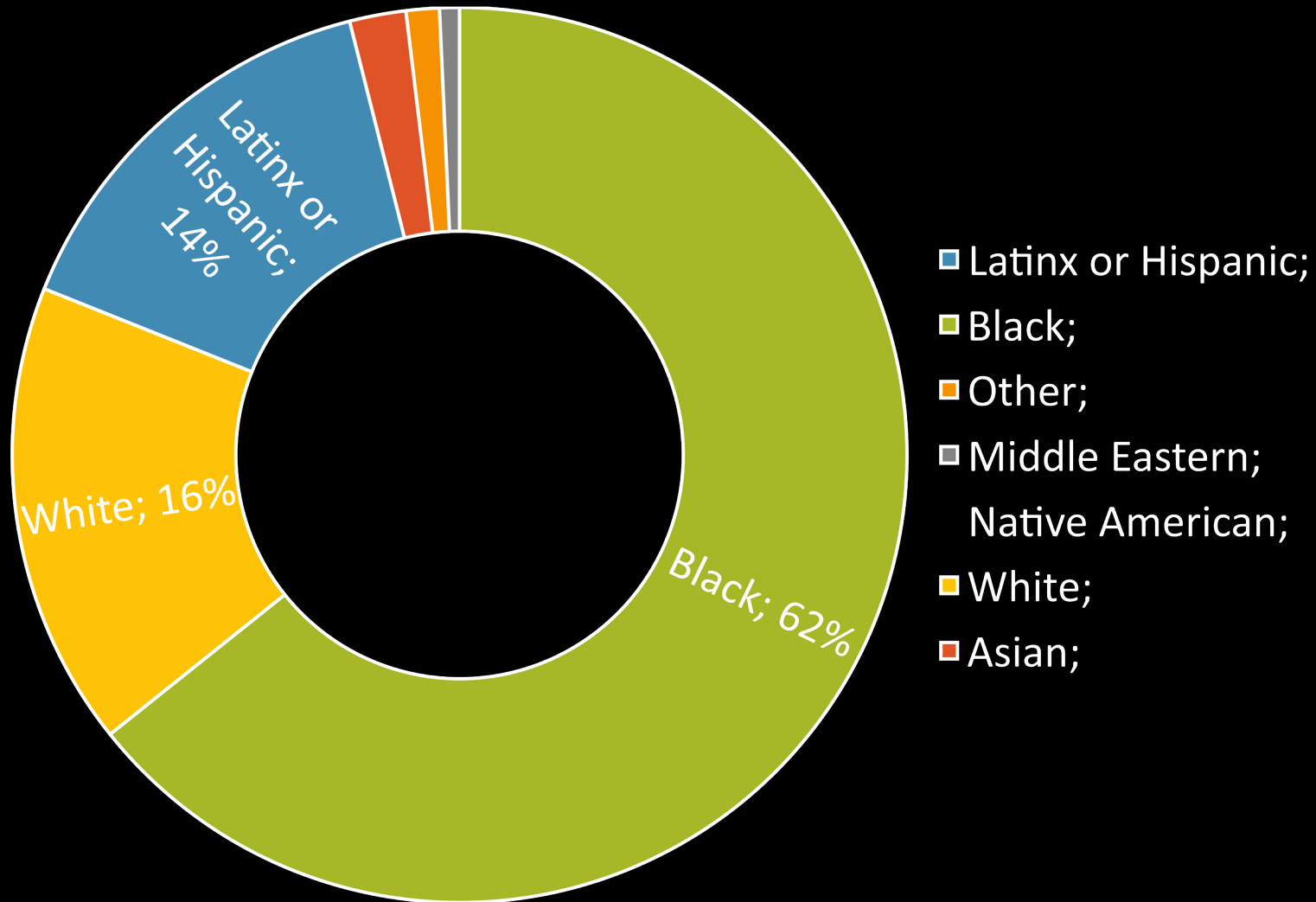
LOCAL SERVICE REFERRALS

APRIL 2023



► Approximately **24% of all MACRO interactions** in April 2023 expressed desire and were referred by MACRO responders to local service providers for more targeted support.

MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 62% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 84% of its service recipients are BIPOC.