

MACRO IMPACT FOR AUGUST 2022

1,026 Total Contacts

[Approx. 33/day]



SOURCE OF CALL

August 2022

Source of Incident/Call	#	%
On-View (self dispatch)	1,002	98%
911 Dispatch	19	2%
Referral call from community	5	1%>
Total	1,026	100%

911 Dispatch was incorporated into the MACRO Program starting August 1, 2022

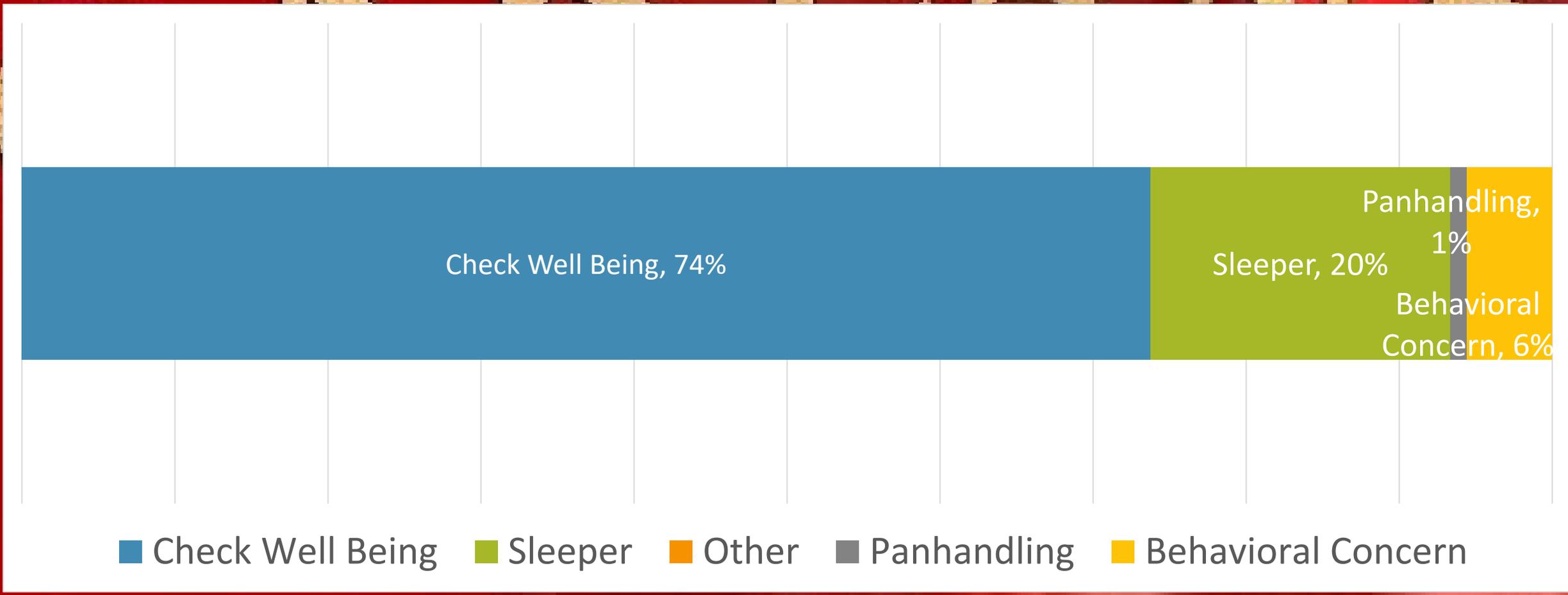
Building Trust with Community Members

8/22/22

MACRO was dispatched by 911 dispatch to an individual displaying erratic behavioral concerns in Fruitvale area. MACRO arrived on scene to find individual pacing back and forth and having self talks. MACRO attempted to engage with individual, but individual walked away in fast pace. MACRO team adjusted approach and attempted reengagement. MACRO CIS was able to successfully have a conversation with individual stating they were in this area to clear their head and wanted money to catch the bus back to East Oakland. MACRO team asked recipient if they had any medical concerns or reasons to go to the hospital. This question seemed to have possibly triggered the individual as they walked away from CIS. MACRO team reflected seeing individual in various parts of East Oakland but has never shown any violent behavior. A different MACRO team has been dispatched to the same individual in the past with no successful resolution. MACRO teams will continue to make contact with recipient so a rapport might be established. All times approx. MACRO call complete.

INCIDENT TYPES

AUGUST 2022



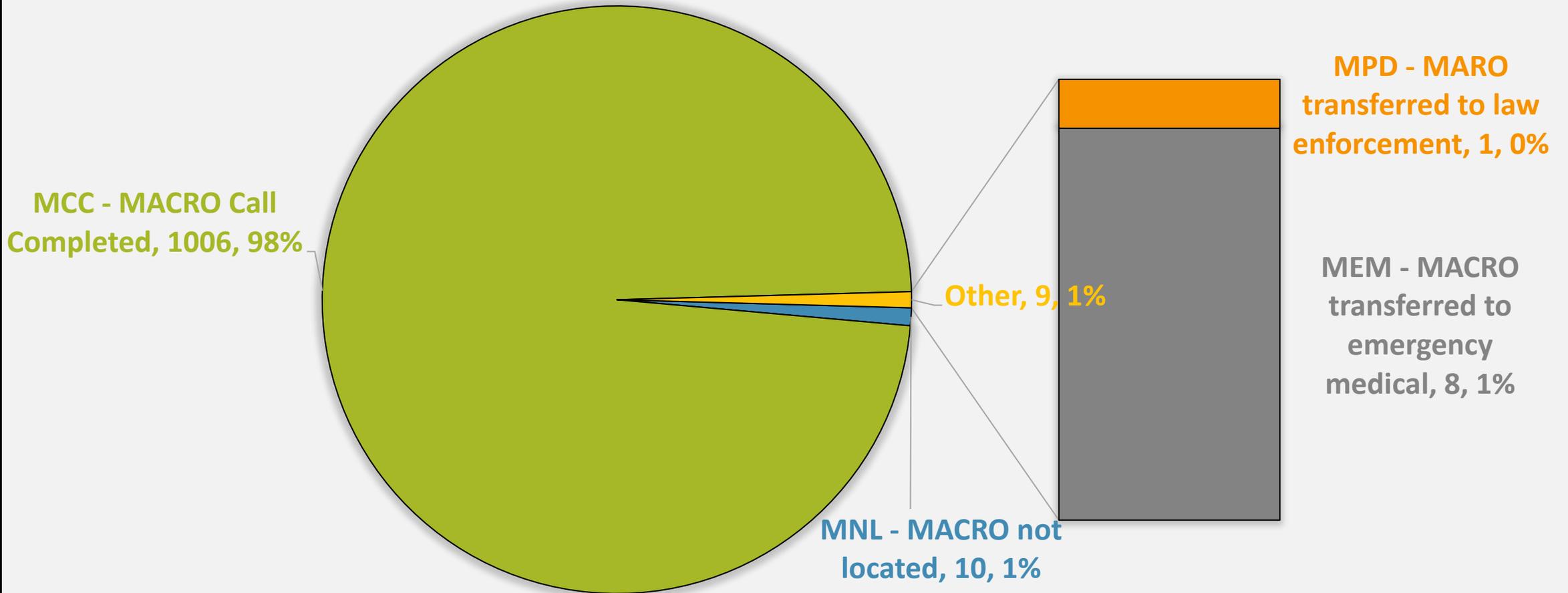
INCIDENT TYPES

AUGUST 2022

Incident Type	May 2022	June 2022	July 2022	August 2022	% Change from July to August
Check Well Being	508	687	921	809	-12%
Sleeper	153	167	219	215	-2%
Other	10	9	1	0	-100%
Panhandling	6	11	15	12	-20%
Behavioral Concern	17	29	64	61	-5%
Public Indecency	1	1	7	3	-57%
Total	694	903	1,220	1,097	-10%

INCIDENT RESOLUTIONS

AUGUST 2022



INCIDENT RESOLUTIONS

AUGUST 2022

Call Resolution	May 2022	June 2022	July 2022	August 2022	% Change from July to August
Call Completed (MCC)	671	883	1195	1006	-16%
Not Located (MNL)	2	3	12	10	-17%
Transferred to PD (MPD)	2	1	1	1	0%
Transferred to Emergency Medical (MEM)	4	4	4	8	+100%
Total	679	891	1212	1025	-15%

Facilitating Interactions Between Businesses and Unhoused Individuals

8/24/22

Upon MACRO arrival found individual sleeping on sidewalk in tent next to business buildings. Once awake, the individual appeared alert and in no distress. MACRO was made aware of this individual by a business owner in the area that had a complaint about customers not being able to use the sidewalk near the business due to the large size of the individual's tent. The individual was made aware of the situation and the report. The individual expressed that they were "moving into an apartment within a day or two". The individual assured MACRO team that they and the tent will be removed from area within an hour and a half. MACRO will return to area in 2 hours to verify the client was been compliant and left the area. There were no visible signs of injury or illness. The individual denied having any medical complaints or any desires to be transported to any hospital for any evaluation or treatment. No further assistance required.

LOCAL SERVICE REFERRALS

AUGUST 2022

Local Service Providers

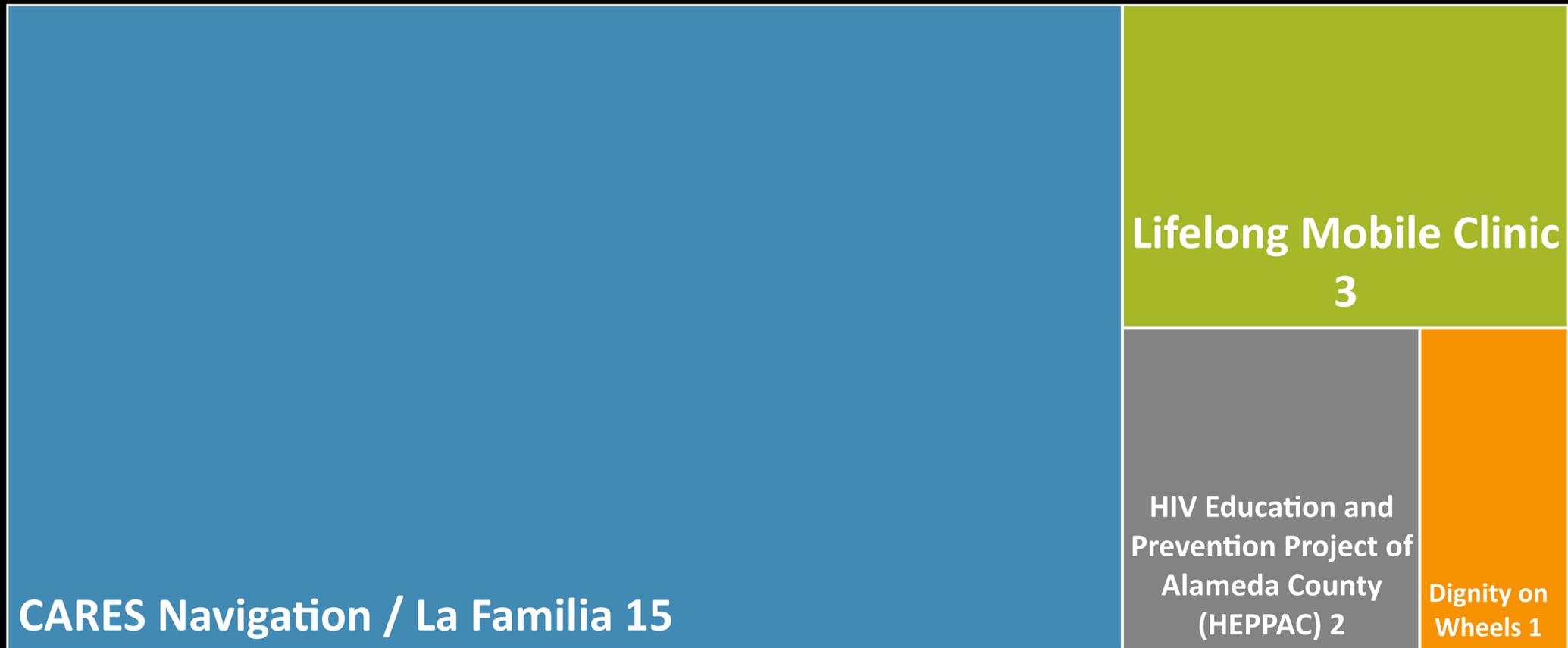
July 2022 August 2022 % Change from July to August

CARES Navigation / La Familia	48	15	-69%
West Oakland Health Clinic	2	0	-100%
Lifelong Mobile Clinic	2	3	+50%
Alameda County Health Care for the Homeless	2	0	-100%
Lifelong Eastmont Clinic	1	0	-100%
Dignity on Wheels	0	1	+100%
HIV Education and Prevention Project of Alameda County (HEPPAC)	5	2	-60%
Total	60	21	-65%

- The MACRO Program referred 2% of its total calls in August to local services to meet the specialized needs of individuals seeking care.
- Utility of local service providers depends on resources, beds, and spots available. Some of the variance in referrals depend on the availability of these resources to engage in a successful referral.

LOCAL SERVICE REFERRALS

AUGUST 2022



- ▶ Approximately one individual per day in August expressed desire and were transferred by MACRO responders to local service providers for more targeted support.

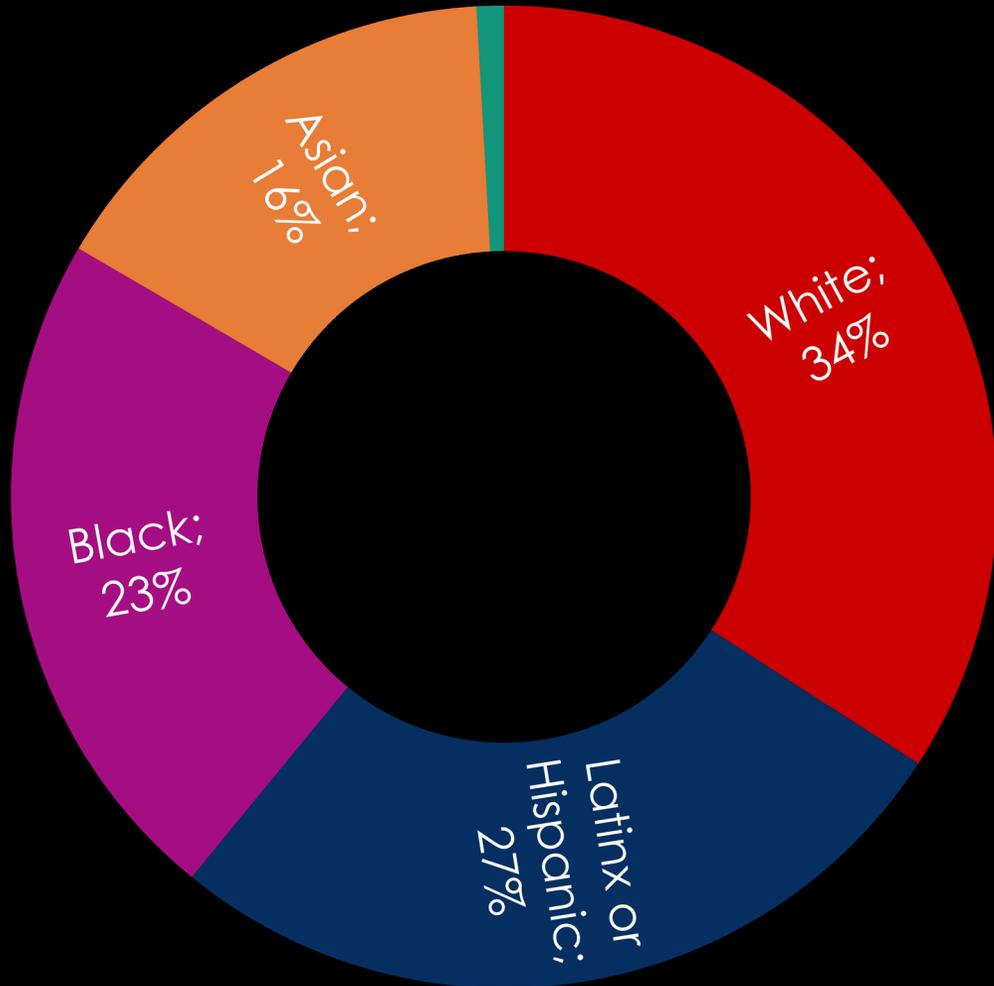
De-escalation with Behavioral Health Partners

8/23/22

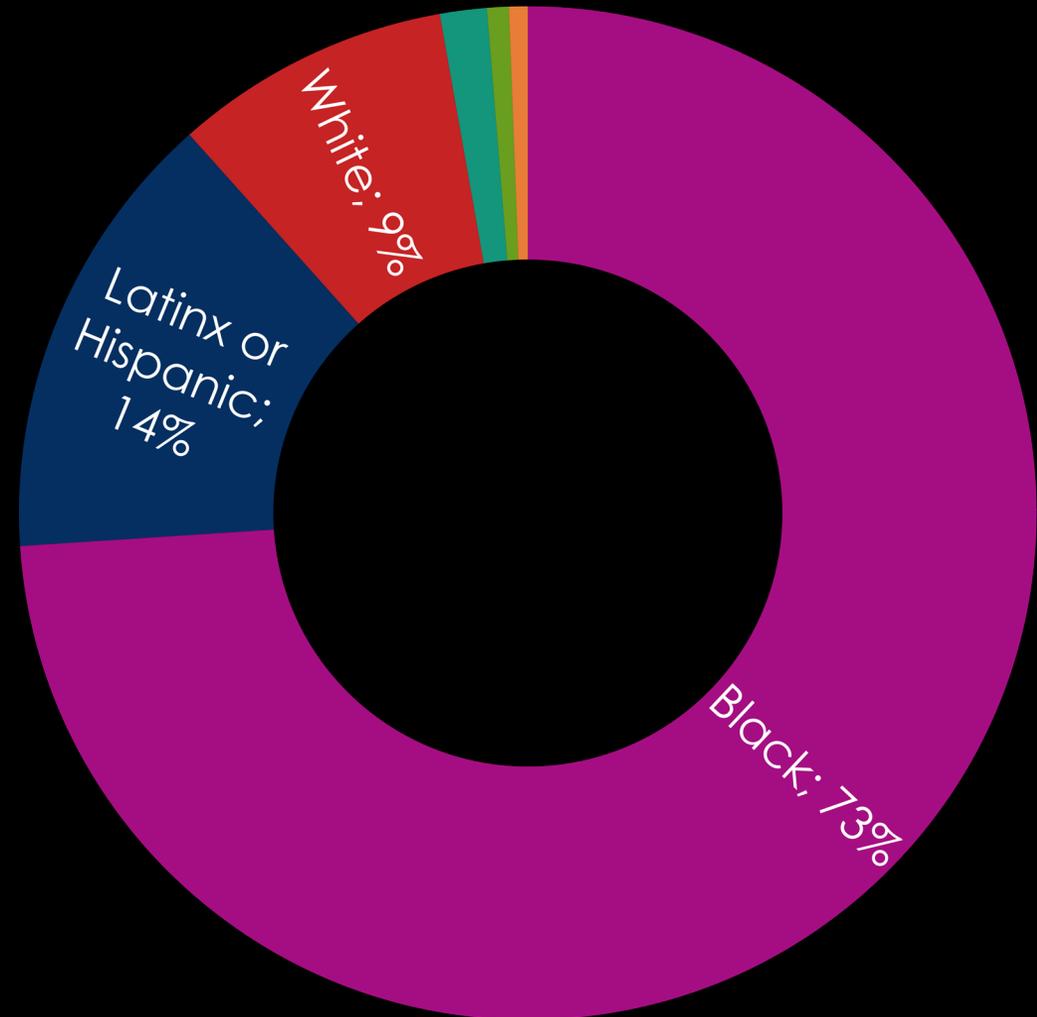
MACRO 2 arrived on scene for indecent exposure. MACRO located individual who was fully clothed. MACRO determined that this individual was a prior contact and attempted to build a full picture of needs based on prior interactions with this individual. It was determined that this call required behavioral resources and MACRO attempted to bring appropriate resources to scene. MACRO contacted Oakland Fire Dispatch to bring the Community Assessment and Transport Team (CATT) on scene to help connect the individual with behavioral support resources. When CATT unit arrived on scene, the reporting party (RP) become involved and disrupted MACRO and CATT efforts. The individual became alerted to the number of individuals in the area and fled off scene. The individual made requests to remove CR. It was explained that the RP request was not immediately workable. Both MACRO and CATT provided their scope of service and solution expectations. At this time, no resolution could be produced, but MACRO made clear an effort to work with individual on a resolution.

City of Oakland Racial Demographics

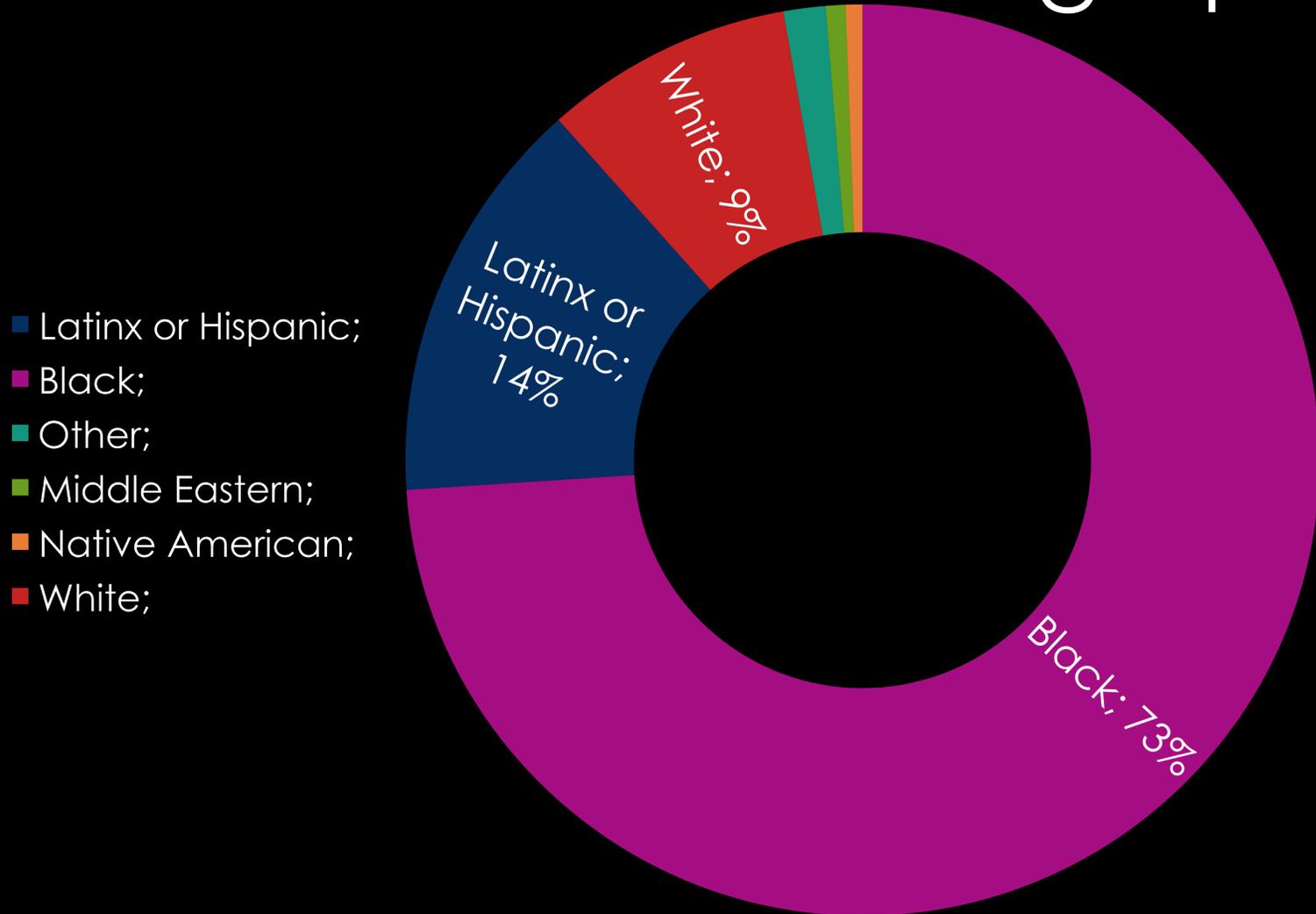
MACRO Service Recipient Racial Demographics



- Latinx or Hispanic;
- Black;
- Other;
- Middle Eastern;
- Native American;
- White;



MACRO Service Recipient Racial Demographics



- ▶ Black individuals make up 73% of people receiving MACRO services while making up only 23% of Oakland's population.
- ▶ As MACRO was designated to do, over 87% of its service recipients are BIPOC.

Successful Outcomes with Dignity and Respect

8/19/22

MACRO was dispatched by Oakland Police Department for public disturbance/indecent exposures. Per fire dispatch, the scene was described as 5 individuals blocking the sidewalk and causing public disturbance and exposing themselves. MACRO team arrived on scene to find 3 individuals sitting outside of a business. MACRO team approached individuals and introduced themselves. One of the individuals recognized MACRO team and requested a hygiene kit which MACRO was not able to provide due to low stock of supplies. MACRO team let individuals know a complaint was called and were being asked to move. Individuals were receptive and understanding and appreciated the MACRO team's approach. MACRO let individuals know that if someone calls again, PD might be the one to show up which they agreed was not a good idea and decided to relocate. MACRO had a successful interaction and outcome. All times approx. MACRO call complete.