

**MACRO
IMPACT
DECEMBER
2022**

932 Total Contacts

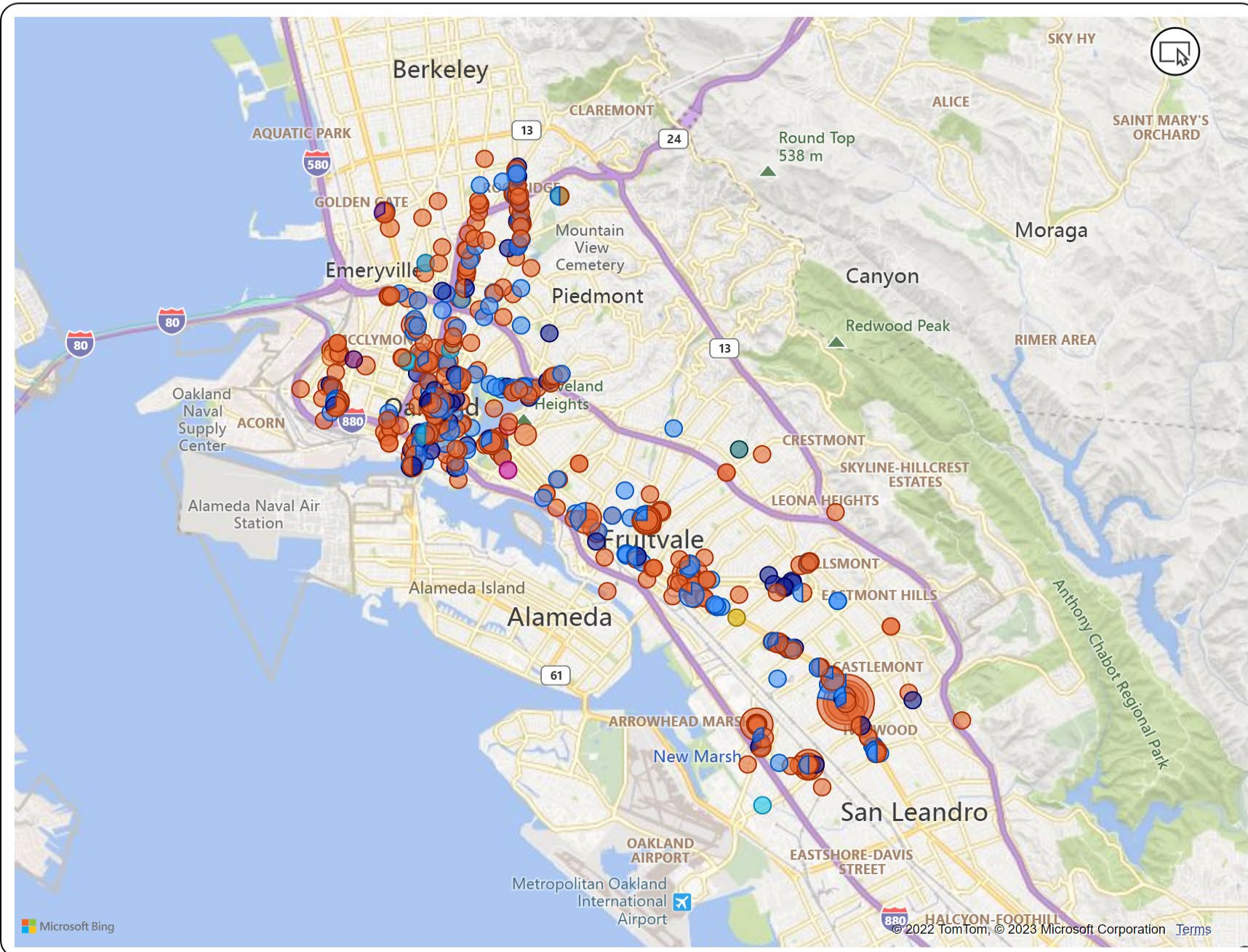


SOURCE OF CALL

December 2022

Source of Incident/Call	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Month over Month Change
On-View (self dispatch)	466	789	1,056	861	-18%
911 Dispatch	10	39	48	28	-42%
Community Referral	26	25	27	43	+59%
Total	502	853	1,131	932	-18%

MACRO Lifetime Contact Map



Incident Count

922*

*10 Incidents did not include geographical data to be included in this map.

Incident Date

12/1/2022



12/31/2022



Time of Incident

7

2122

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

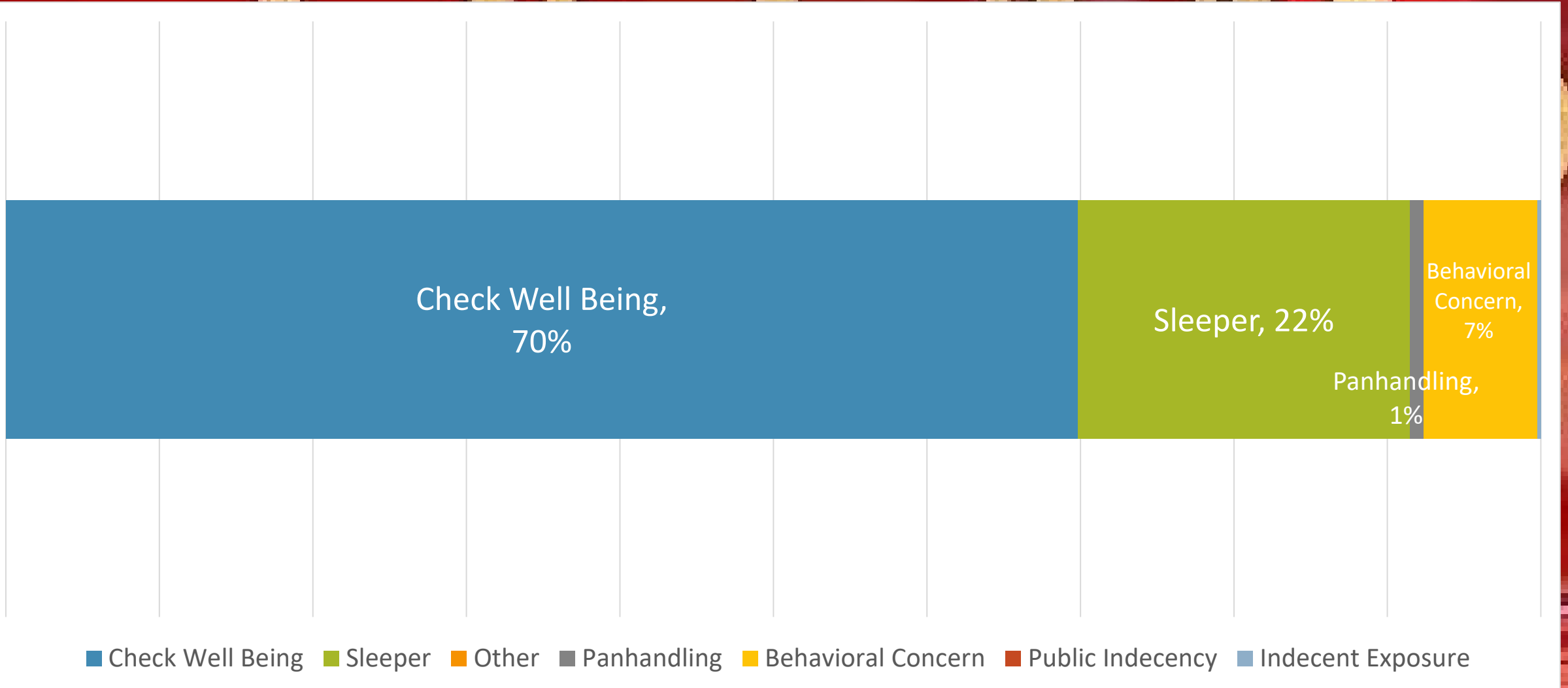
Preventing Arrest, Releasing PD, and Redirecting to Resources

December 13, 2022

MACRO responded to a 911 dispatched call from Oakland Police (OPD) needing assistance at a local grocery store. OPD reported that they had an individual who was coming in and out of the Safeway and possibly stealing food. OPD report to MACRO that if they went into the store one more time, they were going to arrest the individual for trespassing. After MACRO received information from OPD, MACRO personnel made contact with the individual who agreed to relocate. MACRO initiated a transport and released OPD from the incident. MACRO transported the individual to a local housing shelter, where the individual began to feel overwhelmed. MACRO then transported the individual to social services. The individual was grateful and shared positive sentiments towards the MACRO team. They asked the MACRO team to help them get in touch with their mom, and MACRO responded they would try their best to assist. The individual was given two blankets and declined help with any other resources. Individual did not need any medical attention; Macro Call Complete.

INCIDENT TYPES

DECEMBER 2022



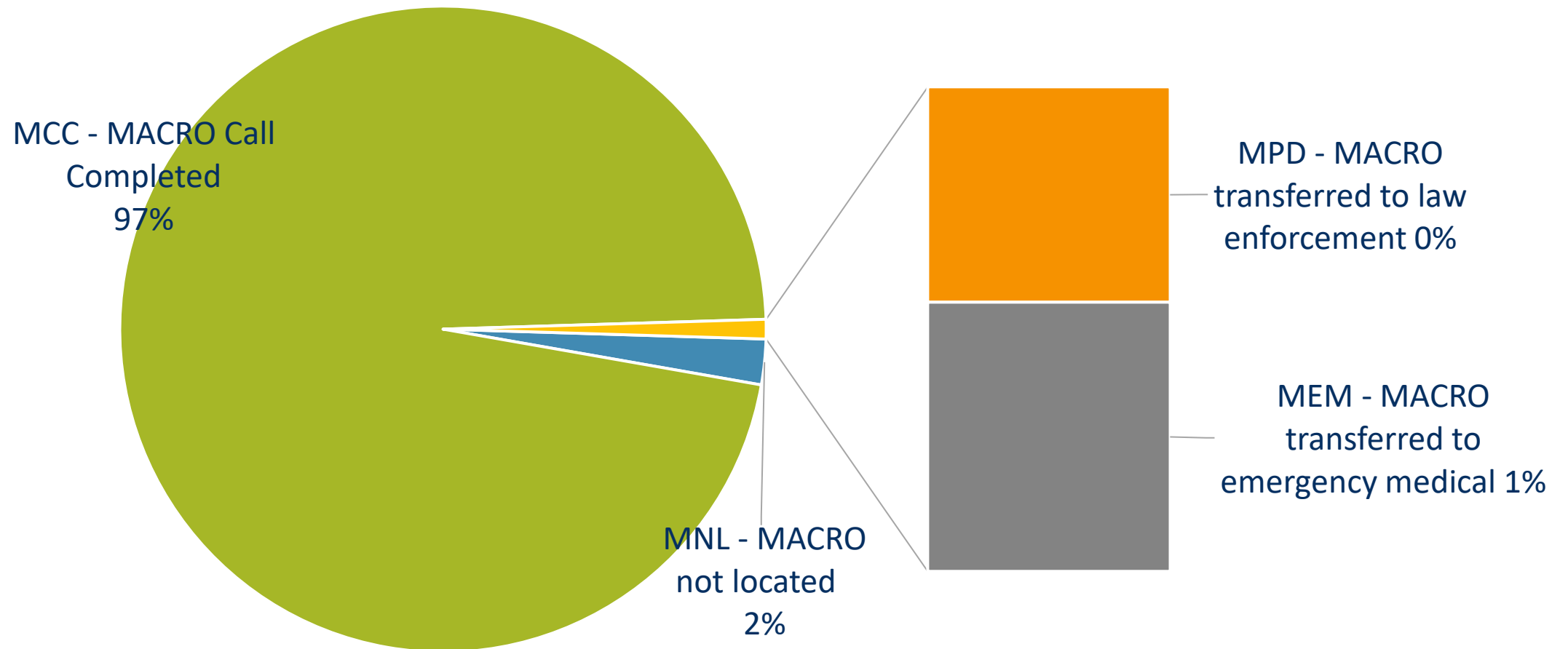
INCIDENT TYPES

DECEMBER 2022

Incident Type	August 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	% change from August
Check Well Being	809	435	563	850	673	-23%
Sleeper	215	154	252	207	198	-4%
Panhandling	12	10	5	13	8	-38%
Behavioral Concern	61	39	36	57	68	+19%
Public Indecency	3	6	8	4	2	-50%
Total	1,097	644	864	1,131	932	-18%

INCIDENT RESOLUTIONS

DECEMBER 2022



INCIDENT RESOLUTIONS

DECEMBER 2022

Call Resolution	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Change from last Month
Call Completed (MCC)	1,006	654	833	1,110	902	-19%
Not Located (MNL)	10	9	17	16	21	+31%
Transferred to PD (MPD)	1	1	4	1	4	+3
Transferred to Emergency Medical (MEM)	8	1	10	4	5	+25%
Total	1,025	665	864	1,131	932	-18%

Avoiding Arrest & Transferring to Detox Facility

12/5/2022

MACRO dispatched by PD for a sleeper obstructing entrance to a local business. MACRO made contact with the reporting party (RP) who was extremely frustrated with individual. RP reported individual on site 2 weeks prior and began relocating around premises even after being engaged by PD several times. RP was unaware of MACRO program; MACRO explained program scope and possible outcomes. RP reported that due to proximity of children and apparent drug use they were insistent that MACRO create standing resolution and if the individual was not removed from premises, RP would continue to engage PD regarding the issue.

MACRO woke up individual who appeared to be cooperative. Recipient reported substance use of fentanyl, cocaine and meth and unhoused status. Individual expressed interest in detox at local facilities and shared several behavioral and medical prescriptions had been stolen. MACRO made several calls to various clinics and services to determine most appropriate facilities for the individual. MACRO was on standby for ~1 hour while arrangements were made with connecting parties. MACRO attempted to resolve all recipient issues at behavioral services at a local hospital under the assumption that they could transport and provide for medical, substance use, and prescription needs. MACRO tried several times to connect with behavioral health facility and help individual with intake, though individual had multiple outbursts during the waiting process. MACRO connected with Substance Use Navigator and doctor (MD) who, despite a concerted effort, were unable deliver on recipient care in an appropriately sustainable manner. MD advised MACRO that the individual's current state due to substance use might be impeding their capacity to render service to the recipient. MD then advised that a substance abuse facility would be only real appropriate option for short term care and detox. MACRO CIS made arrangements for local detox facility who approved of a bed for recipient. MACRO obtained approval from supervisor to transport recipient to detox facility where they were checked in for detox. MACRO call complete.

LOCAL SERVICE REFERRALS

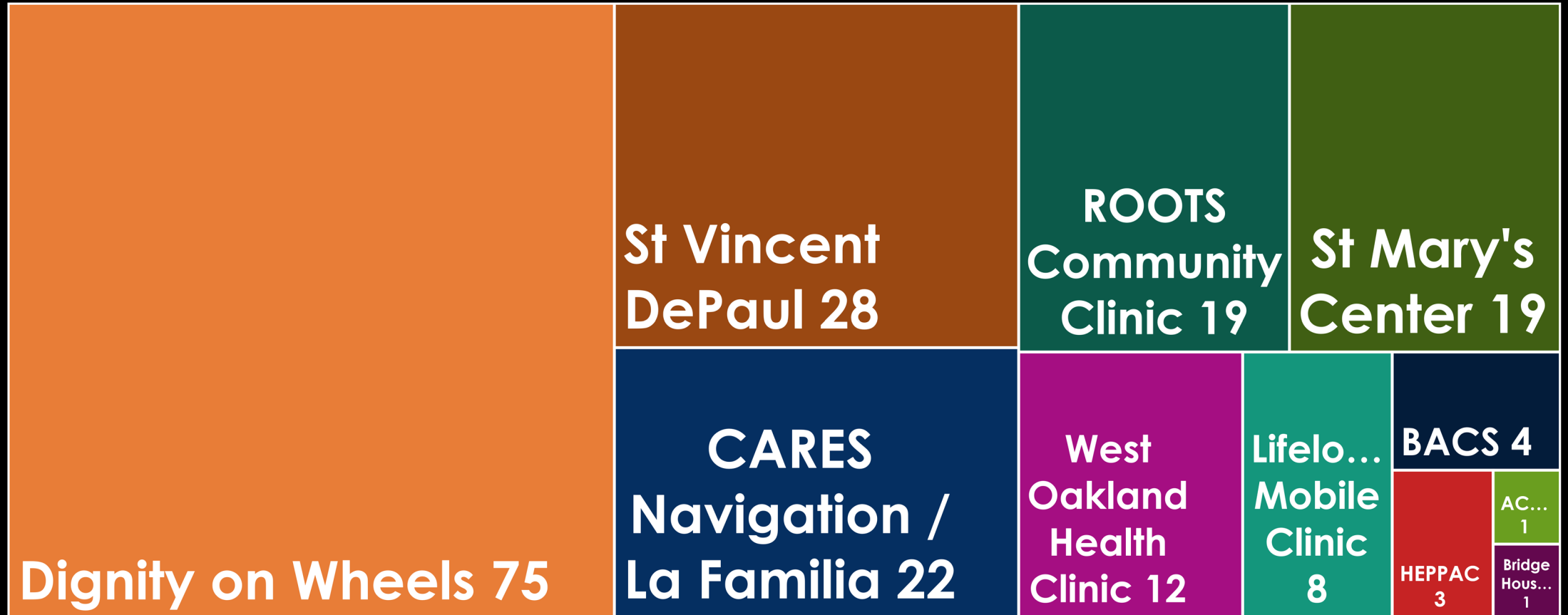
DECEMBER 2022

Referrals	Sept 2022	Oct 2022	Nov 2022	Dec 2022	% change from prior month
CARES Navigation / La Familia	67	67	41	22	-46%
West Oakland Health Clinic	34	56	13	12	+8%
Lifelong Mobile Clinic	11	6	15	8	-47%
ACHCH (Alameda County Healthcare for the Homeless)	1	0	2	1	-50%
Dignity on Wheels	4	8	65	75	+15%
HEPPAC (HIV Education and Prevention Project of Alameda County)	0	1	0	3	+3
BACS (Bay Area Community Services)	1	1	6	4	-33%
Amber House	0	0	5	0	-5
Bridge Housing	2	3	1	1	0%
ROOTS Community Clinic	2	6	12	19	+58%
St Mary's Center	7	15	58	19	-67%
St Vincent DePaul	7	25	64	28	-56%
Total	136	188	282	192	-32%

➤ The MACRO Program referred 21% of its total calls in December to local services to meet the specialized needs of individuals seeking care.

LOCAL SERVICE REFERRALS

DECEMBER 2022



- ▶ Approximately **6 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in November 2022.

Accommodating Unsheltered Individual's Belongings & Securing Life Saving Medical Care

12/7/2022

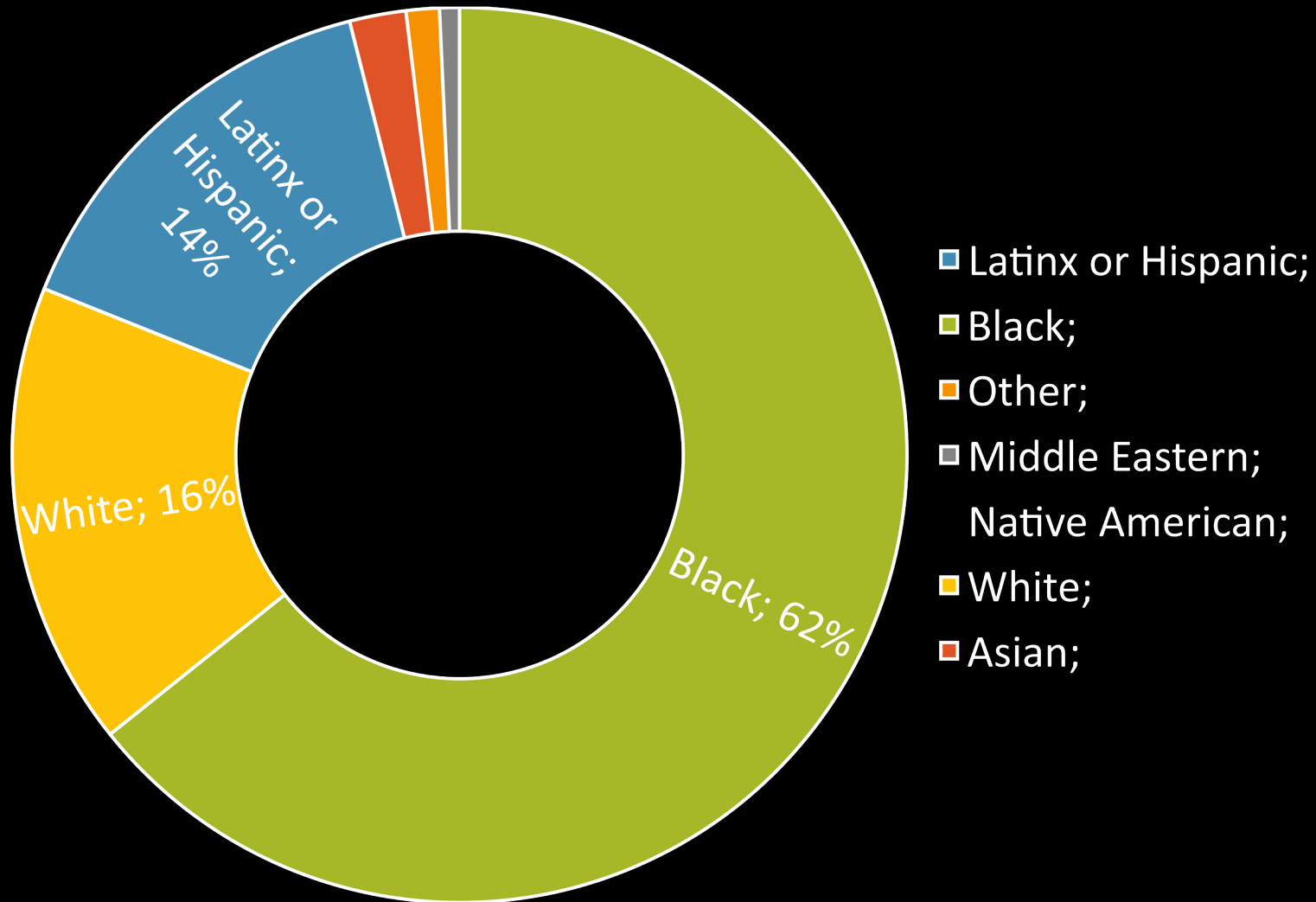
MACRO provided service per community request for known recipient living out of vehicle. Recipient health known to be in deteriorating condition made worse by living environment in vehicle. Recipient reported having a dysfunctional colostomy bag. Colostomy bag reportedly is result of two gunshot wounds from a prior situation. Previous attempts to transport the individual by ambulance were unsuccessful as patient had Alert and Oriented assessment and had right to refuse care even against medical advice per Alameda County protocol.

Individual reported trouble breathing and body pain. Talking was noticeably difficult for recipients.

Individual was unwilling to leave vehicular living situation pending a solution around their motor bike. Individual was very agitated from repeatedly having to explain themselves to MACRO day to day and adamant that their belongings were all they had and that parting with them was a significant personal pain point. MACRO CIS investigated a lead regarding a third party who would accommodate the storage of the individual's personal effects. MACRO made contact with third party who agreed to helping the recipient while the recipient received necessary medical care. MACRO facilitated the transition of personal items into benevolent party's custody. Recipient was satisfied with storage of items and agreed to medical transport.

MACRO requested code 3 Advanced Life Support (ALS) transport for breathing problem. Response conducted by Oakland Fire Engine 23 and Falck paramedic unit. Recipient was removed from vehicle and transported to hospital. Several neighbors witness scene and thanked MACRO for helping individual. MACRO Emergency Medical. Call complete.

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.