

**MACRO
IMPACT
FEBRUARY
2023**

1,354 Total Contacts



SOURCE OF CALL

February 2023

Source of Incident/Call	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Month over Month Change
On-View (self dispatch)	1,056	861	1,114	1,107	-1%
911 Dispatch	48	28	111	182	+64%
Community Referral	27	43	60	65	+8%
Total	1,131	932	1,285	1,354	+5%

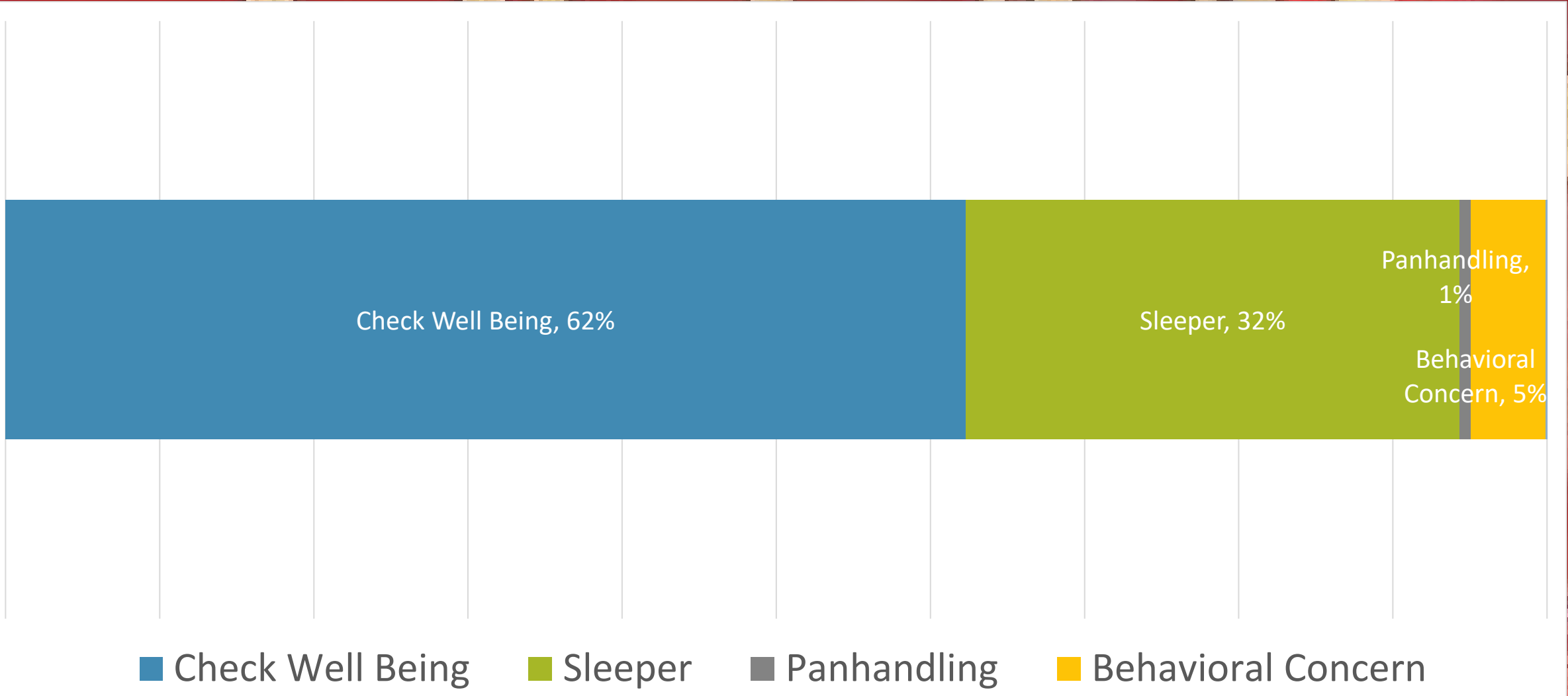
Releasing Police from Scene & Connecting Individual with Immediate Housing

February 1, 2023

MACRO received an OPD dispatch call for an individual yelling, with no further description provided. Approximately 10 minutes later, MACRO was on scene with OPD and the individual; officers informed MACRO that the individual was sleeping in front of a family porch and had defecated. OPD had reached out to Amber House to provide the recipient an option for shelter for the night, but recipient was reluctant to go. OPD provided a warm hand off to the MACRO team and OPD left the call. MACRO engaged with the individual who stated they had just woken up but is doing okay. Team informed them that OPD had reached out to Amber House to provide them shelter for the night. MACRO informed them that Amber House can connect them to more services if they need them. Recipient responded saying they *did* need help and agreed to be transported to Amber House. MACRO team called Amber House to confirm that individual agreed to be transported to Amber House (AH). The AH Nurse Coordinator informed MACRO that the recipient had to come voluntarily and when she spoke to OPD that was not the case. Team informed her that the recipient had calmed down and was willing to be transported. MACRO provided a warm hand off to the coordinator at Amber House. No further assistance required. MPTM

INCIDENT TYPES

FEBRUARY 2023



INCIDENT TYPES

FEBRUARY 2023

Incident Type	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Month over Month % Change
Check Well Being	563	850	673	926	948	+2%
Sleeper	252	207	198	299	345	+15%
Panhandling	5	13	8	10	8	-20%
Behavioral Concern	36	57	68	49	52	+6%
Public Indecency	8	4	2	1	1	0%
Total	864	1,131	932	1,285	1,354	+5%

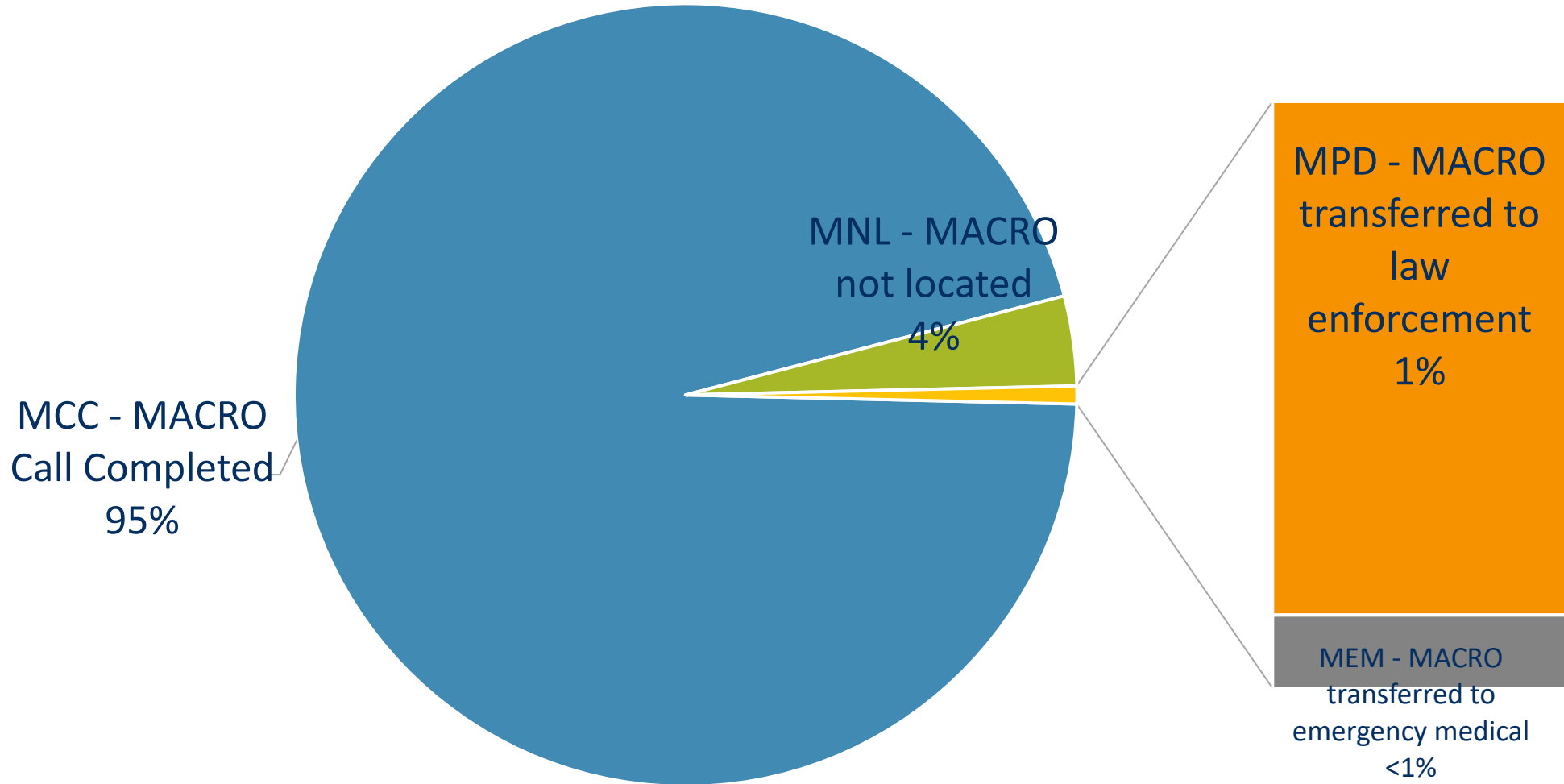
Deescalating Behavioral Issues inside Business in lieu of Calling OPD

February 9, 2023

MACRO received a community dispatch for an individual experiencing a behavioral concern and refusing to leave from inside a business. Upon MACRO arrival, recipient was sitting at a table inside of restaurant. MACRO engaged with business manager and received pertinent information about the situation. Manager stated that recipient had been in business for over two hours, acting erratic and refusing to leave. MACRO approached individual calmly and identified themselves as MACRO team. Recipient appeared alert and in no distress. MACRO explained to recipient that they had received a call in concern for their behavior in the restaurant and that they had been dispatched to try to provide recipient services and peacefully escort them from the property without incident. MACRO team- through periodic engagement over the course of thirty minutes- reminded recipient that the business was closing, and they needed to find a safer location for the individual. Over the course of thirty minutes recipient was engaged in self talk and seemingly their own internal process for gathering their belongings. MACRO team respectfully observed from close by. Once recipient had completed packing up items, they acted out and smashed several condiment bottles on the table. MACRO team deescalated recipient and ushered them to the door where they exited safely. Once outdoors, team reminded recipient that if they visited property again there was great likelihood that police would be called. Recipient appeared to understand and was provided one water and one blanket. Team stayed until recipient was out of sight, approx. 10 minutes. CIS spoke to business manager and informed them of future resources through behavioral health and Community Assessment & Transport Team (CATT) team, they also stressed that MACRO was available and provided contact information. No further assistance and no medical attention was needed. MACRO call complete.

INCIDENT RESOLUTIONS

FEBRUARY 2023



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Call Resolution	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Change from last Month
Call Completed (MCC)	833	1,110	902	1,232	1,306	+6%
Not Located (MNL)	17	16	21	42	40	-5%
Transferred to PD (MPD)	4	1	4	7	7	0%
Transferred to Emergency Medical (MEM)	10	4	5	4	1	-75%
Total	864	1,131	932	1,285	1,354	+5%

Providing OPD a Behavioral Resource & De-escalation

February 12, 2023

MACRO on scene for an OPD dispatched call for an individual having a behavioral issue, needing resources. Upon arrival, two OPD vehicles were found outside the home address. OPD came out of the house and gave MACRO report of what's going on with the individual. OPD reported that the mom called 911 on her child because earlier in the morning they were throwing glass cups. OPD reported that the individual is supposed to be taking medication for psychiatric disorders but is refusing to do so because they don't like how they make them feel. OPD asked MACRO crew to please provide the individual with the right resources, and OPD did not call the CATT team because the call isn't elevated on that level. MACRO asked OPD if they could please bring the individual out of the house. OPD obliged and got the individual. MACRO made contact with the individual. Recipient said they were feeling better and told MACRO that they stopped taking their medication because it wasn't making them feel good and that their mom wouldn't give them space. MACRO told the recipient that the majority of local resources are closed because it's the weekend. MACRO EMT asked the recipient if they are able to keep themselves safe for the night, and if they felt like they were going to harm themselves or others. Recipient replied yes, that they were going to keep themselves safe & didn't feel like they were going to harm themselves or others. MACRO told the individual MACRO can come by tomorrow to provide them resources that would be open.

Individual agreed and gave MACRO the best time to return. MACRO came up with a safety/self care plan for the night, which was for the individual to go in their room and listen to music away from their mother. The recipient said their passion is for music. MACRO gave the individual a flyer with MACRO email and told their mother the plan. Recipient and mother went back inside their house. MACRO crew thanked OPD for their call to MACRO. MACRO call complete.

LOCAL SERVICE REFERRALS

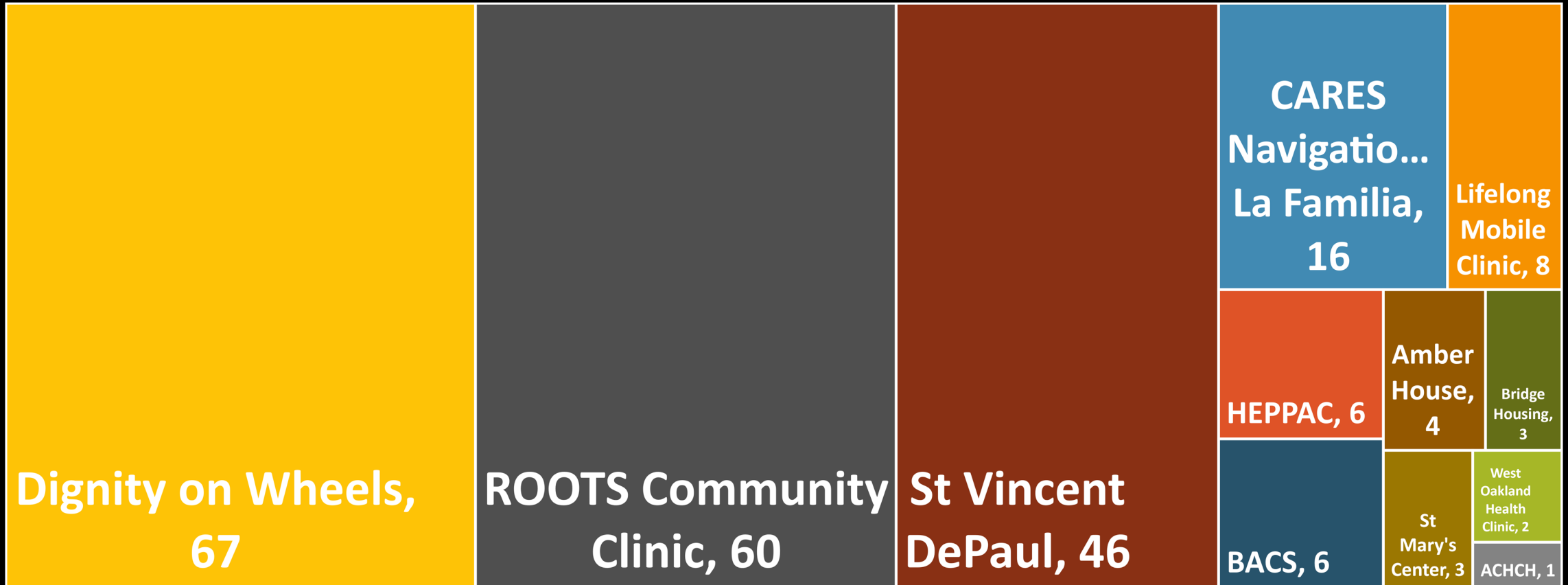
FEBRUARY 2023

Referrals	Nov 2022	Dec 2022	Jan 2023	Feb 2023	% change from prior month
CARES Navigation / La Familia	41	22	17	16	-5%
West Oakland Health Clinic	13	12	2	2	0%
Lifelong Mobile Clinic	15	8	9	8	-13%
ACHCH (Alameda County Healthcare for the Homeless)	2	1	2	1	-100%
Dignity on Wheels	65	75	32	67	+47%
HEPPAC (HIV Education and Prevention Project of Alameda County)	0	3	7	6	-33%
BACS (Bay Area Community Services)	6	4	6	6	0%
Amber House	5	0	0	4	+400%
Bridge Housing	1	1	3	3	0%
ROOTS Community Clinic	12	19	10	60	+263%
St Mary's Center	58	19	7	3	-21%
St Vincent DePaul	64	28	43	46	+11%
Total	282	192	138	222	+44%

➤ The MACRO Program referred 12.5% of its total calls in January to local services to meet the specialized needs of individuals seeking care.

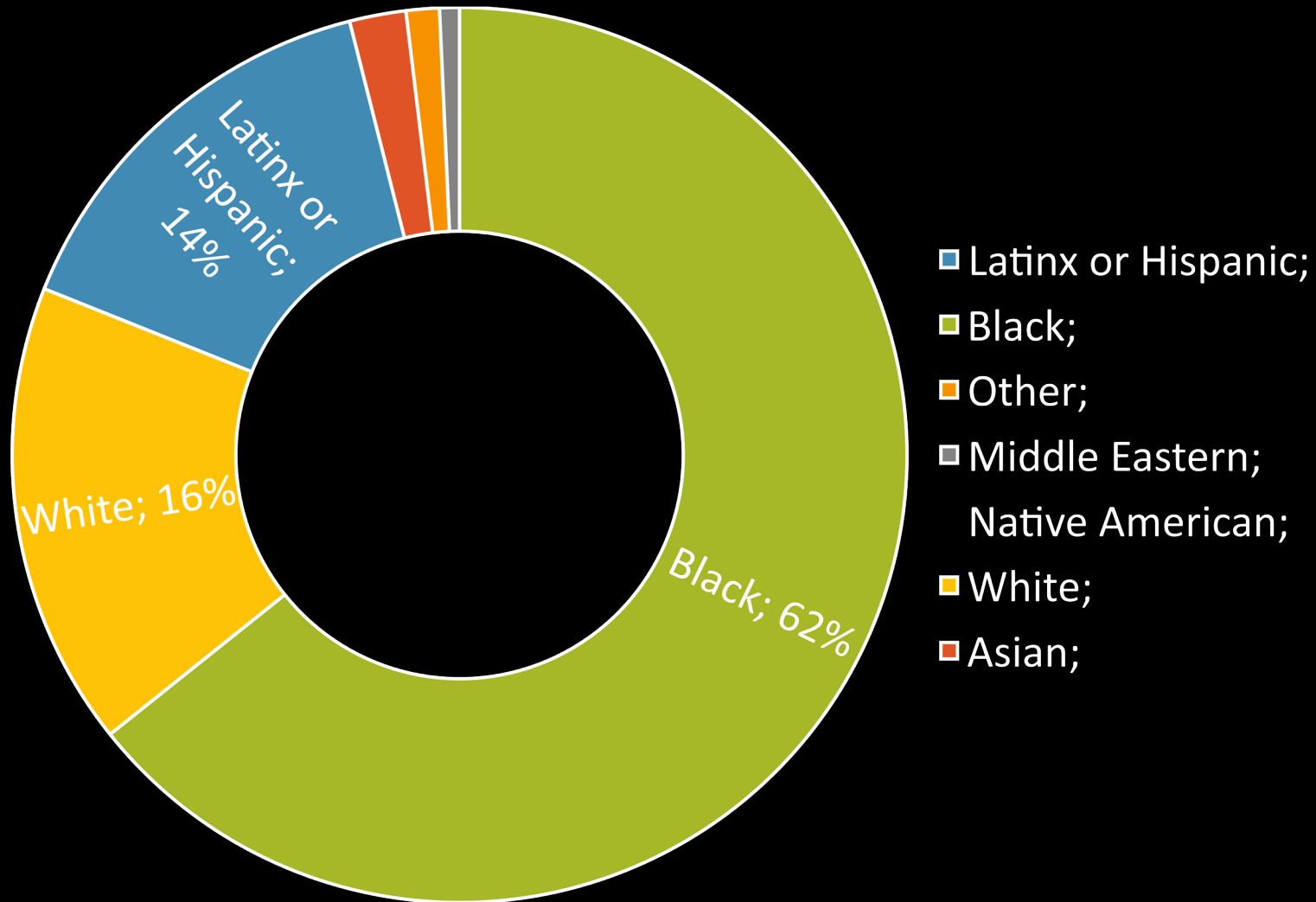
LOCAL SERVICE REFERRALS

FEBRUARY 2023



- ▶ Approximately **16% of all MACRO interactions** in February 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.