

**MACRO
IMPACT
JUNE
2023**

670 Total Contacts



SOURCE OF CALL

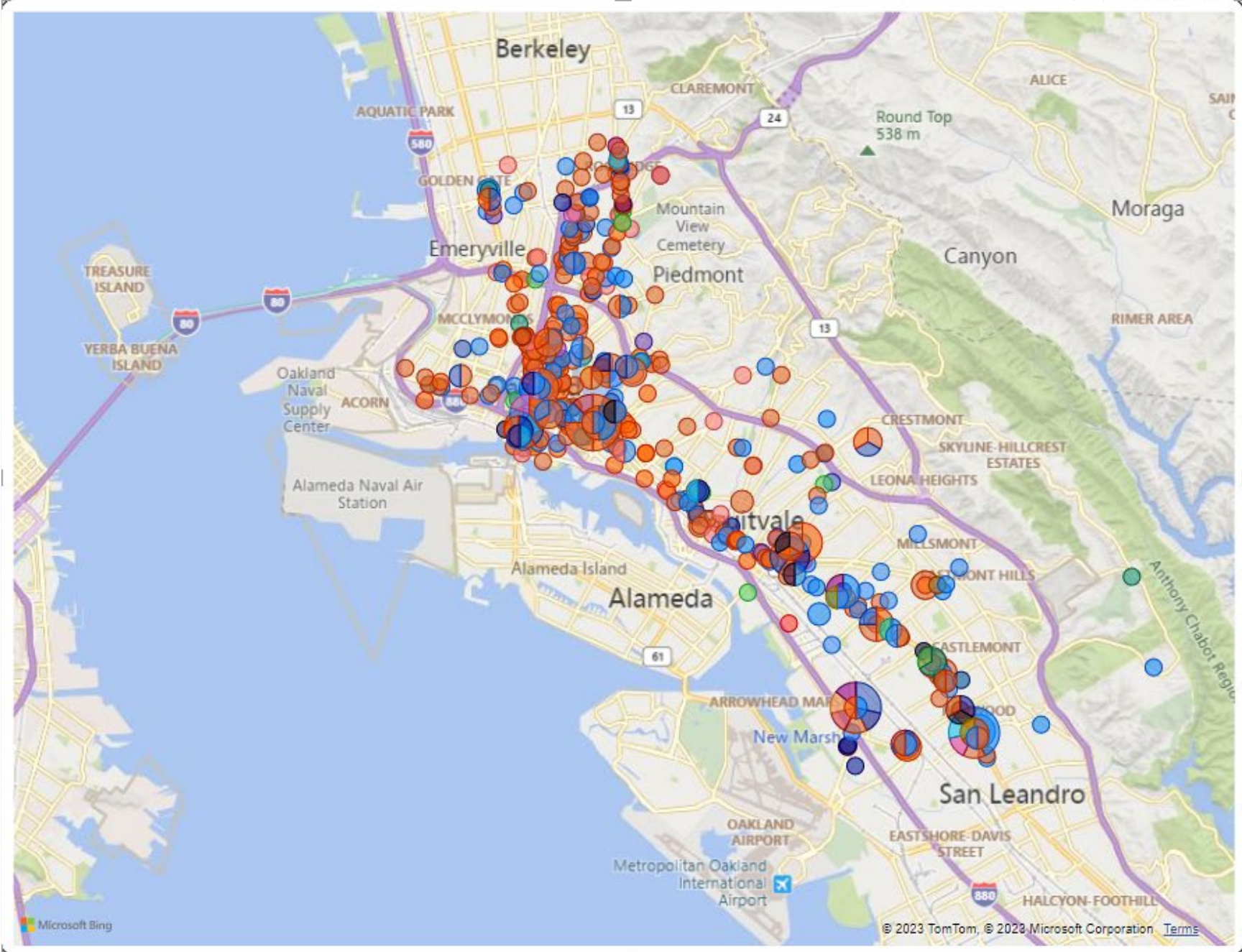
June 2023

Source of Incident/Call	Mar 2023	April 2023	May 2023	June 2023	% change from month prior
On-View (self-dispatch)	1,273	725	574	417	-27%
911 Dispatch from Police	105	78	143	172	+20%
911 Dispatch from Fire	8	2	19	2	-89%
Community Referral (email)	119	109	108	79	-27%
Total	1,397	914	844	670	-21%

Analysis: Of total incidents in June 2023, 37% were dispatched from police, fire, and the community.

The MACRO team receives an average of 8 dispatches a day.

MACRO Lifetime Contact Map



Incident Count

630*

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

Incident Date

6/1/2023 6/30/2023

Time of Incident



Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

INCIDENT TYPES

JUNE 2023

Incident Type	Feb 2023	Mar 2023	April 2023	May 2023	June 2023	% change from month prior
Check Well Being	883	876	616	533	273	-49%
Sleeper	345	396	213	186	222	+19%
Panhandling	8	12	6	0	1	-
Behavioral Concern	52	100	76	117	107	-9%
Public Indecency	1	13	3	8	6	-25%
Total	1,289	1,397	914	844	670	-21%

Sustained Support Finally Led to ADA Housing

June 21, 2023

Community Member "R" has been a regular call for MACRO over the course of the last year or so from residents and local business owners. "R" had been staying out front of a market for several years and are well-loved by employees that fed "R" daily and let them hang out in the grocery store during open hours. MACRO has visited them several times, assessing their medical issues and mobility complications due to their elderly state. "R" is particularly vulnerable and fragile.

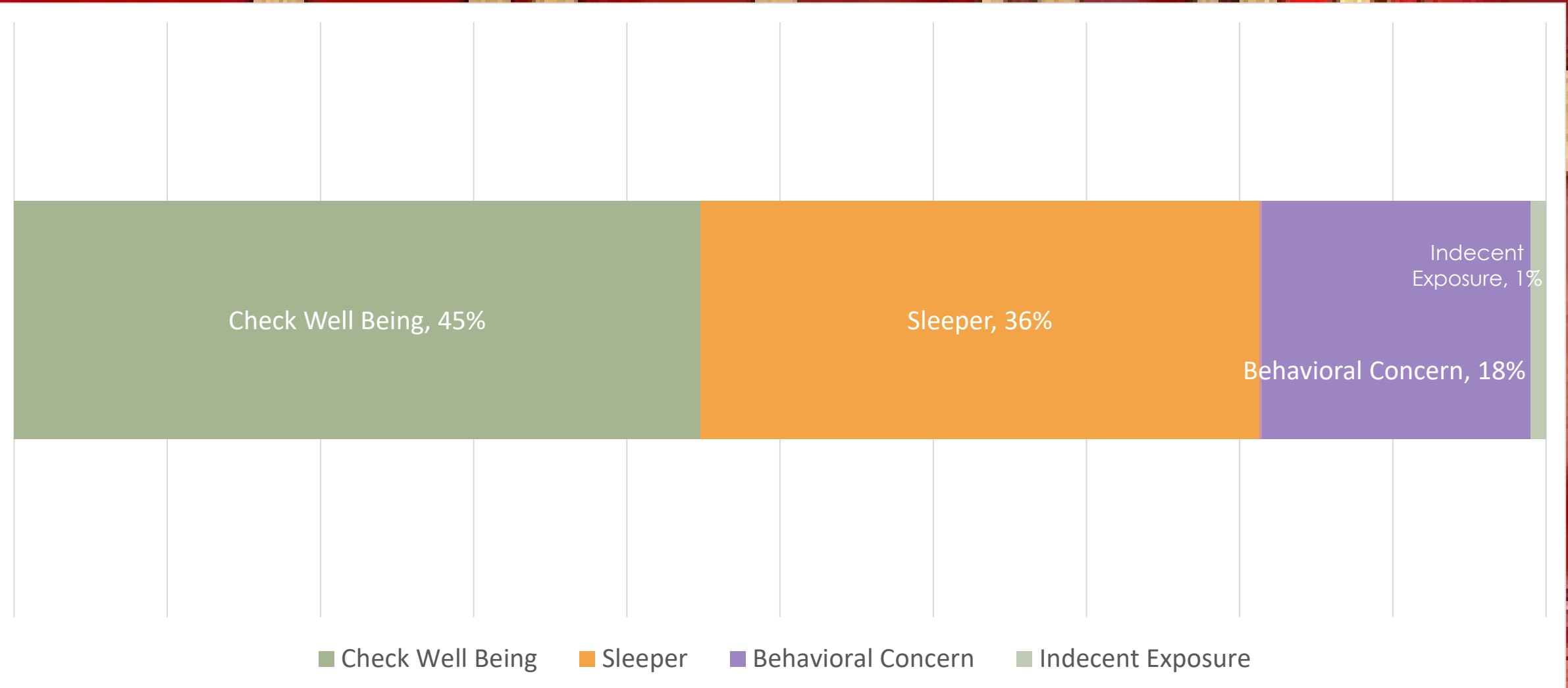
MACRO had employed multiple resource contacts and the follow-ups that came from them, ultimately, had not yielded any results over the course of several months. "R" has become increasingly desperate and urgent in their request and need for a place to stay, mainly with ADA accessibility. MACRO had signed "R" up for a medical respite program but was told there was a long wait for an ADA accessible room. Recently during a phone call with a different respite program, MACRO CIS was provided some updates including an ADA room becoming available soon. CIS immediately filed a referral form for "R" and was contacted the same day informing them that the room had become available and some demographic information was requested to be clarified before moving forward.

Responders located "R" inside grocery store and updated them on status of respite application and clarified demographic information, which was then relayed to respite personnel. Demographic information had some difficulties being verified, however respite advised responders to transport "R" to respite and they would sort out details there. The information MACRO provided to respite regarding "R" was integral in prioritizing their intake and acceptance, despite complications in verifying the information "R" supplied.

Responders provided information to "R" and assisted them with gathering belongings and transported with no incident. At destination, responders provided handoff to respite personnel. "R" will be provided continued medical care, medication, doctor's visits with transports, and a social worker for housing, amongst other resources. MACRO CIS will be checking in periodically on "R" and providing further support, if needed.

INCIDENT TYPES

JUNE 2023



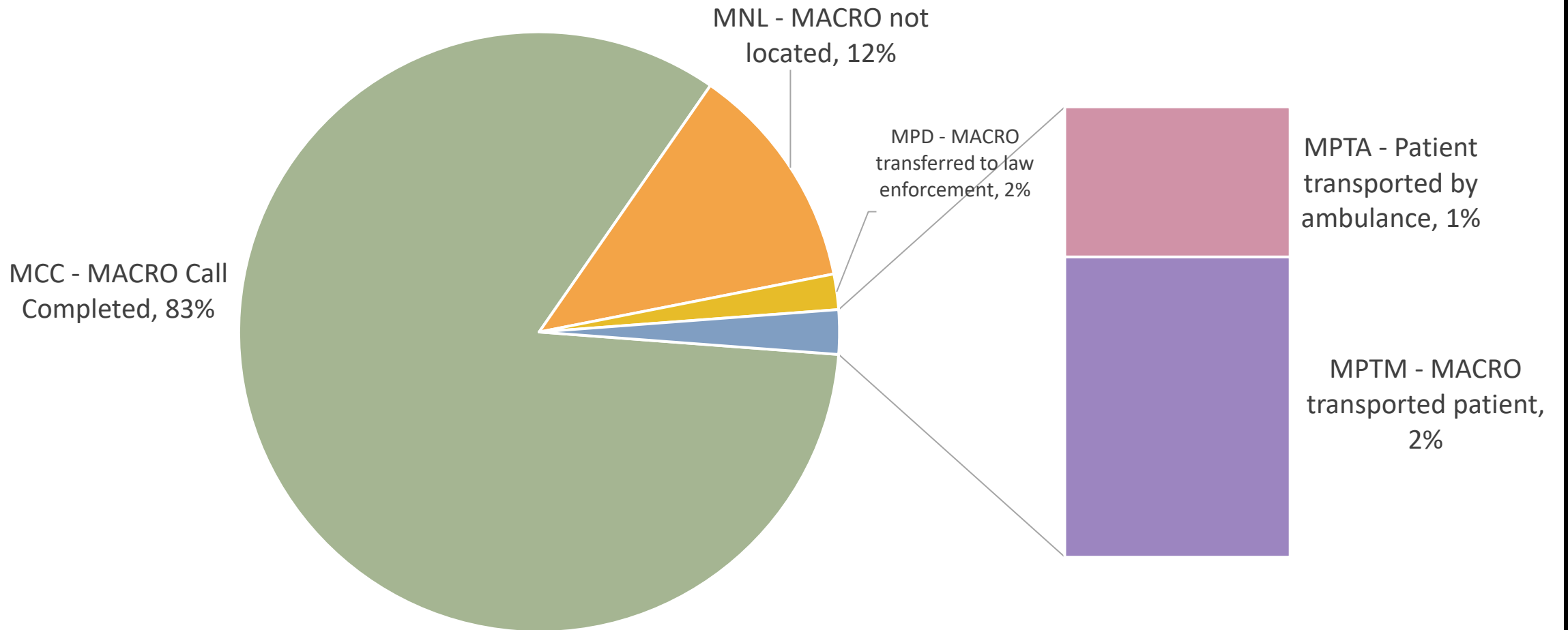
Found Elderly Individual Transported to Hospital for Medical Attention

June 29, 2023

Macro team was called out for a “found senile” for an older Vietnamese community member that had been standing on a strip of sidewalk for almost 2 days. The reporting party stated they had seen them on their ring door camera on Saturday night and Macro was given the dispatch Monday night. The individual was cold and exhausted, barely verbal and with weak vitals. After putting them in their vehicle with the heater on and providing water, the team worked with the individual for some time, one Macro responder even speaking in their native language to get as much information as they could. Ultimately the team opted to call an ambulance unit to transport them to the emergency room for medical care. Macro responder helped bridge the language gap between the responding paramedic/EMT and the community member. Team had individual smiling and warm and in the hands of medical personnel when they left them.

INCIDENT RESOLUTIONS

JUNE 2023



INCIDENT RESOLUTIONS

JUNE 2023

Call Resolution	Feb 2023	Mar 2023	April 2023	May 2023	June 2023	% change from month prior
Call Completed (MCC)	1,241	1,323	825	716	525	-27%
Not Located (MNL)	40	62	66	101	77	-24%
Transferred to PD (MPD)	7	9	8	13	12	-8%
Transferred to Emergency Medical (MEM)	1	3	*	*	*	-
Patient transported by Ambulance (MPTA)	*	*	10	4	5	+25%
MACRO transported Patient (MPTM)	*	*	5	5	10	+100%
Total	1,289	1,397	914	844	670	-21%

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

LOCAL SERVICE REFERRALS

JUNE 2023

Referrals	Mar 2023	April 2023	May 2023	June 2023	% change from month prior
CARES Navigation / La Familia	13	18	7	9	+29%
West Oakland Health Clinic	1	7	3	1	-67%
Lifelong Mobile Clinic	17	25	22	23	+5%
ACHCH (Alameda County Healthcare for the Homeless)	1	27	14	5	-64%
Dignity on Wheels	54	24	16	5	-69%
HEPPAC (HIV Education and Prevention Project of Alameda County)	5	2	3	6	+100%
BACS (Bay Area Community Services)	2	9	6	0	-100%
Amber House	0	0	4	2	-50%
Bridge Housing	2	1	1	1	0%
ROOTS Community Clinic	89	48	62	20	-68%
St Mary's Center	12	11	24	22	-8%
St Vincent DePaul	66	48	70	52	-26%
Total	262	220	232	146	-37%

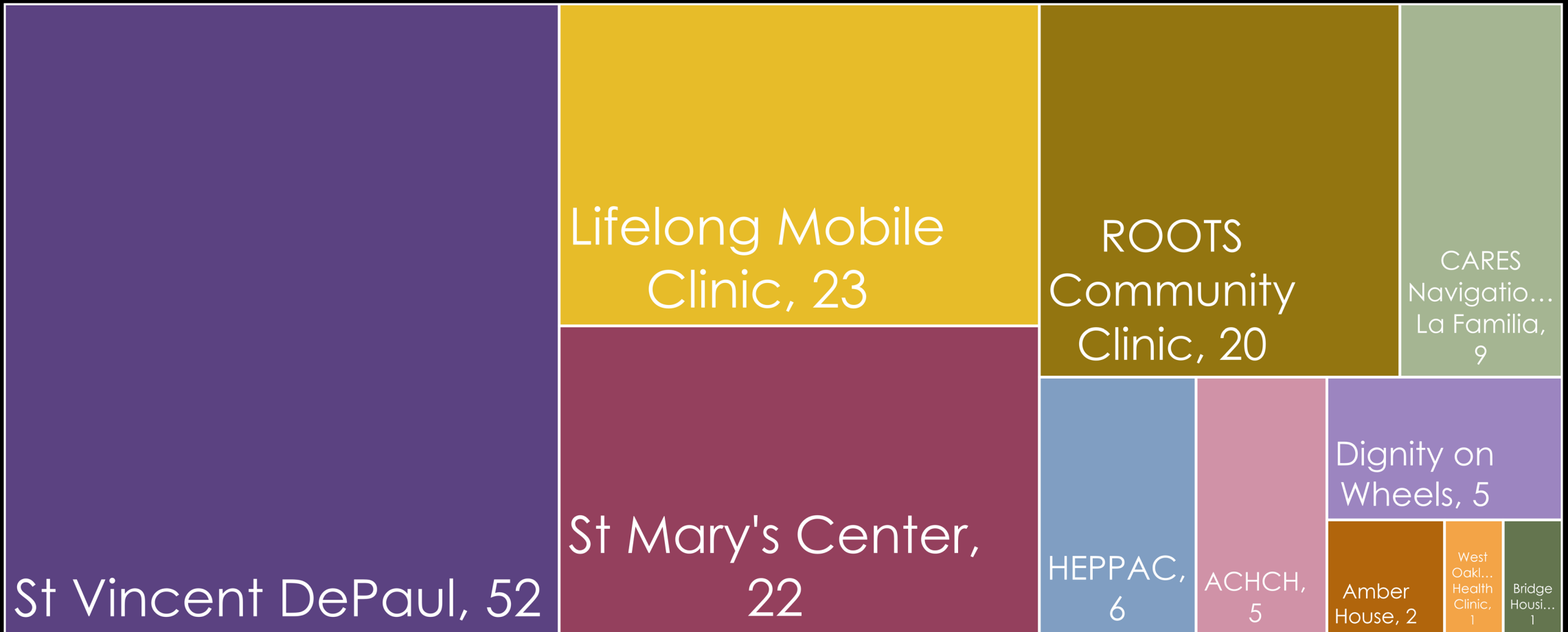
Dead Battery Wheelchair

June 29, 2023

Macro team received an OPD dispatched call around 8pm for a person whose electric wheelchair had died while they were on their way home from school. Team arrived on scene and individual was stuck on a very steep hill way out in the hills of Oakland - it was cold and dark. Team engaged individuals' family members to help them into the van while team lifted the 200 pound wheelchair into the van, as well. Team drove individual to their residence and unloaded the chair. Individual and their family were incredibly grateful to the team and stated that there would be no other option if macro had not shown up.

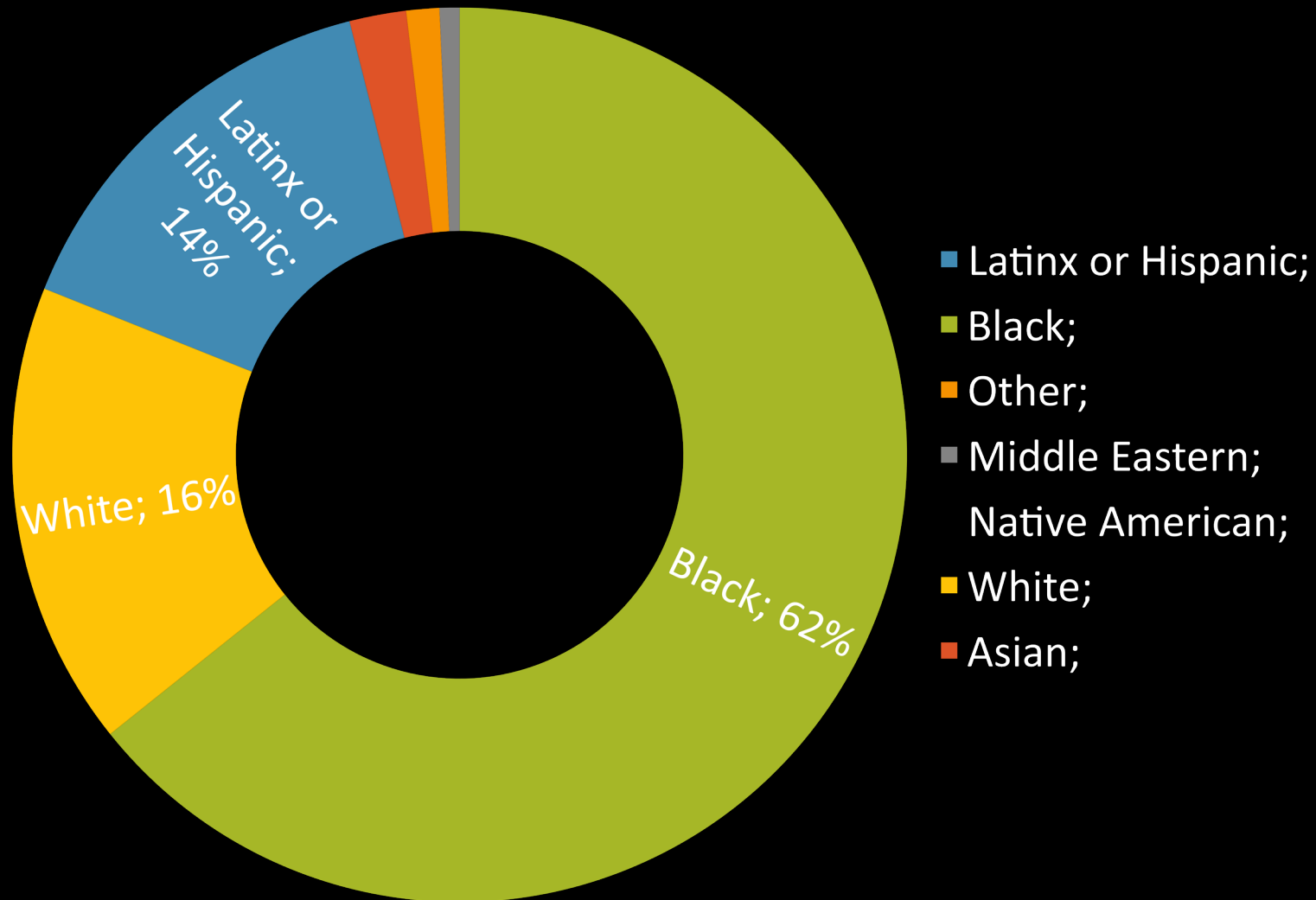
LOCAL SERVICE REFERRALS

JUNE 2023



- ▶ Approximately **22% of all MACRO interactions** in June 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.