

**MACRO
IMPACT
NOVEMBER
2022**

1,131 Total Contacts



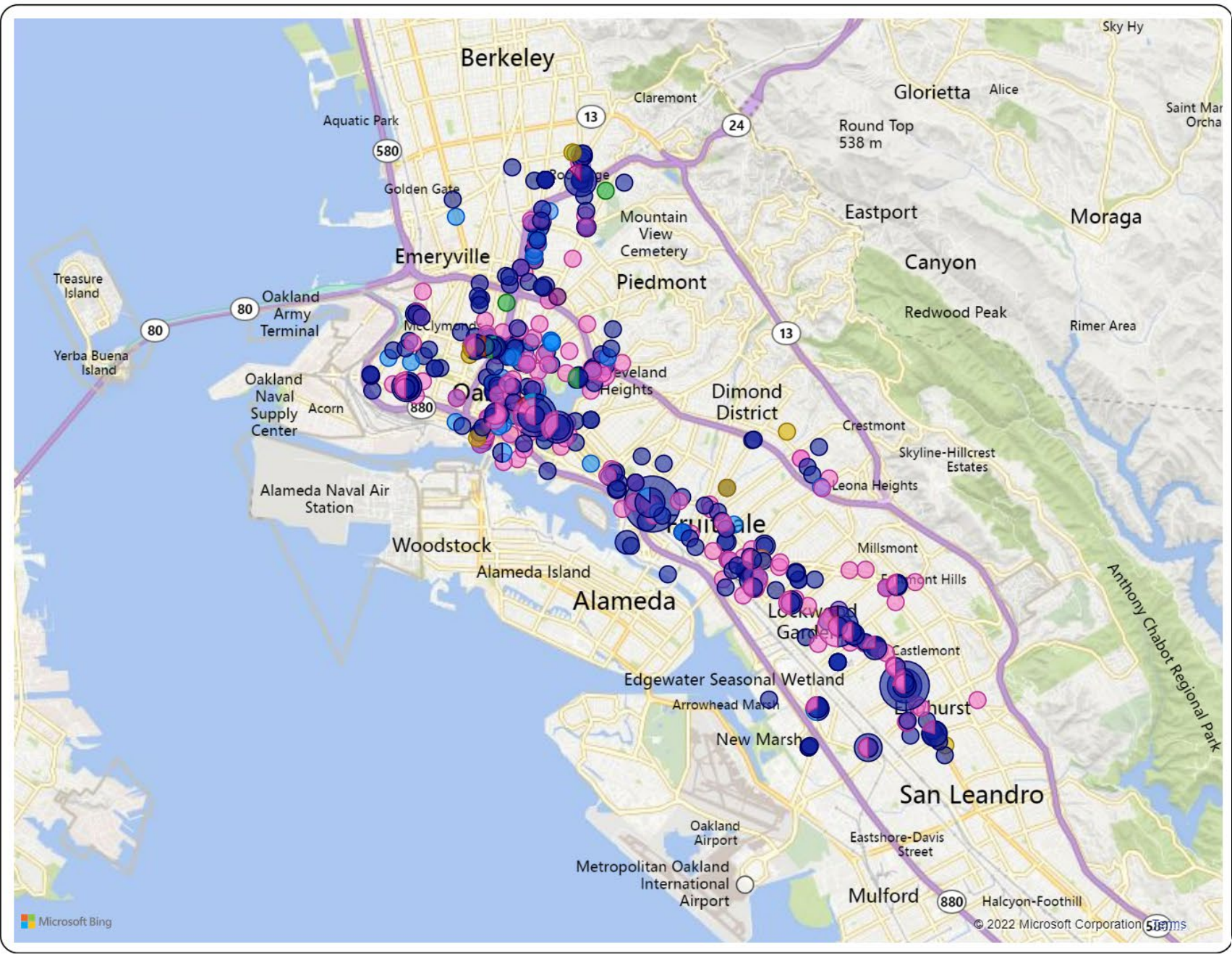
SOURCE OF CALL

November 2022

Source of Incident/Call	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Month over Month Change
On-View (self dispatch)	1,002	466	789	1,056	+267
911 Dispatch	19	10	39	48	+9
Referral call from community	5	26	25	27	+2
Total	1,026	502	853	1,131	+278

Source of call data not available for 11 calls from October.

MACRO Lifetime Contact Map



Incident Count

1054*

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

Incident Date

11/1/2022 11/30/2022

Time of Incident

7 2122

Incident Type

All

Incident Resolution

All

Patient Perceived Race

All

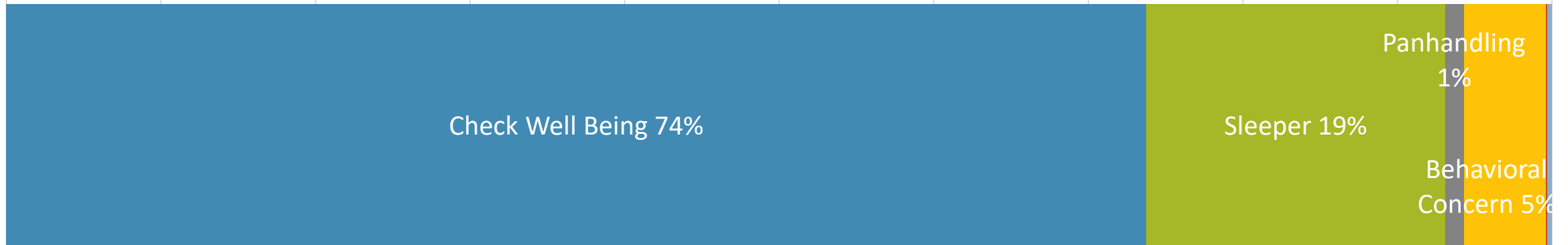
Connecting an Unhoused Individual with Hot Food and Housing

11/1/22

MACRO on scene for a wellness check of a sleeper check of an individual who was sleeping on cardboard outside of a parking lot. MACRO made contact with individual who stated that they are new to Oakland and got kicked out of a shelter they were staying at recently and was looking for housing. MACRO told them about the CARES program, and recipient was interested. MACRO got recipient's information & realized recipient is of a qualifying age to receive support at St. Mary's Center. Recipient agreed to being transported to St. Mary's Center. MACRO transported individual there and stayed with them through intake. Recipient was given some hot meals and was explained that how they're able to get into St. Mary's Center is to keep showing up and making a relationship with the staff there so they are able to push him through. St. Mary's also got recipient a DMV voucher to get their ID so they are able to get a phone. MACRO will continue to check in with the individual because they seem persistent on wanting to be housed. Recipient didn't require any medical treatment, was given one water bottle, and one blanket. No other supplies he wanted. MACRO call complete.

INCIDENT TYPES

NOVEMBER 2022



■ Check Well Being ■ Sleeper ■ Other ■ Panhandling ■ Behavioral Concern

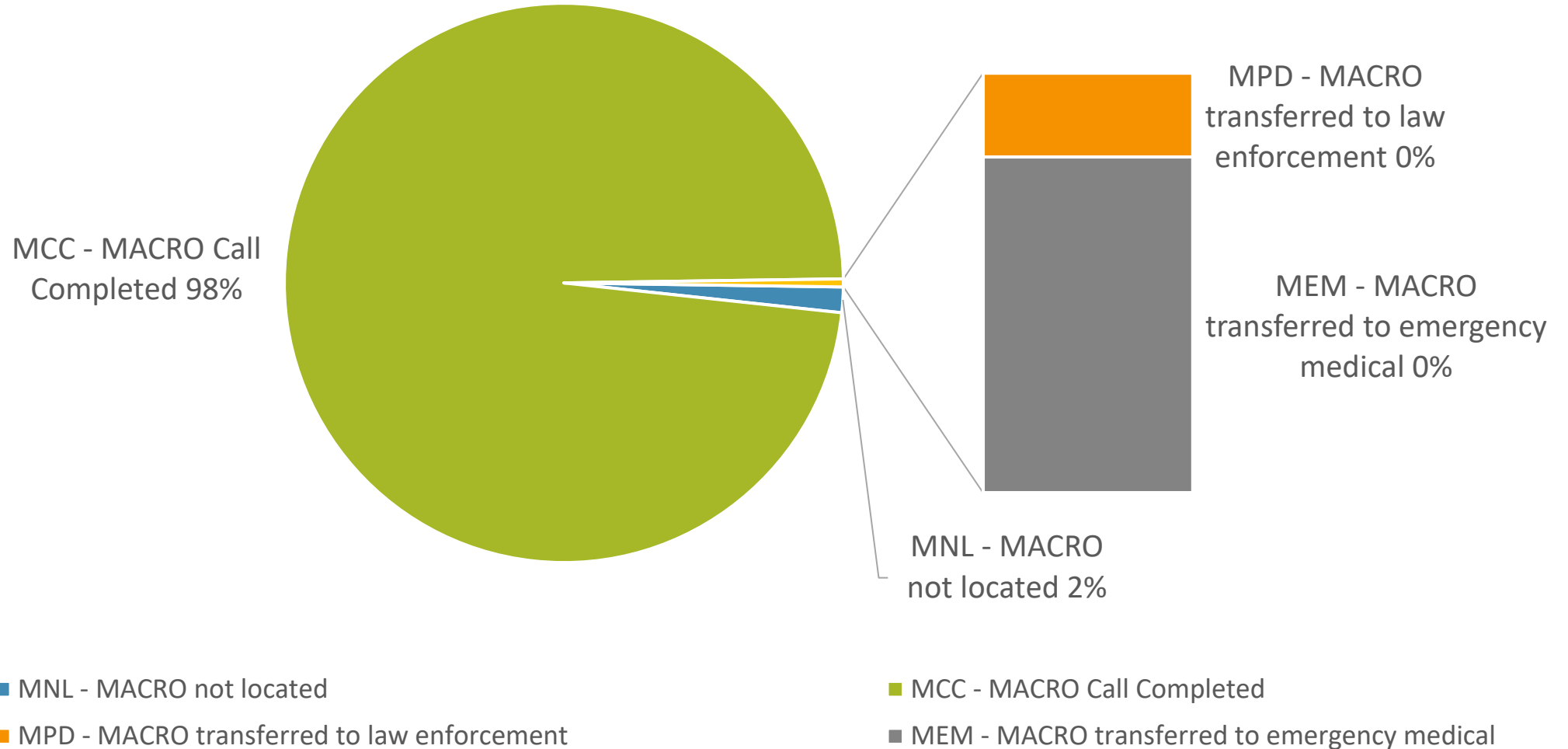
INCIDENT TYPES

NOVEMBER 2022

Incident Type	July 2022	August 2022	Sept 2022	Oct 2022	Nov 2022	% change from August
Check Well Being	921	809	435	563	850	+51%
Sleeper	219	215	154	252	207	-18%
Other	1	0	0	0	0	0%
Panhandling	15	12	10	5	13	+160%
Behavioral Concern	64	61	39	36	57	+58%
Public Indecency	7	3	6	8	4	-100%
Total	1,220	1,097	644	864	1,131	+31%

INCIDENT RESOLUTIONS

NOVEMBER 2022



INCIDENT RESOLUTIONS

NOVEMBER 2022

Call Resolution	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Change from last Month
Call Completed (MCC)	1,195	1,006	654	833	1,110	+33%
Not Located (MNL)	12	10	9	17	16	+1
Transferred to PD (MPD)	1	1	1	4	1	-3
Transferred to Emergency Medical (MEM)	4	8	1	10	4	-6
Total	1,212	1,025	665	864	1,131	+31%

From a Hostile Presence to Housing Connection

11/8/22

MACRO 2 responded to a supervisor request to investigate a complaint from the Brookfield Library personnel, that there was an individual causing a disturbance at the location. Approximately 10 minutes later, MACRO 2 arrived on scene to investigate the complaint. The team entered the library and conversed with the reporting party and they explained that the individual was yelling obscenities and was currently in the restroom, in which they had been for the past 15 minutes. The team knocked on the door and announced their presence and an individual emerged from the restroom without shoes. The team introduced themselves and offered her several resources. They immediately were willing to be transported to a housing navigation center to be assessed and explore housing resources. After medical assessment, the EMT determined there were no apparent medical concerns. The team contacted CARES Navigation and, after going through the eligibility process, CARES approved the individual to come be assessed at the navigation center. The team was able to get the individual shoes from the donation bin at the library and began transport to CARES Navigation. Throughout transport, the individual remained seated and secured with safety belts. Approximately 8 minutes later, the team arrived at destination without incident. MACRO team introduced the recipient to the CARES staff and provided the individual's background. The recipient expressed their gratitude to MACRO team and CARES took over the case from there. MACRO call complete.

LOCAL SERVICE REFERRALS

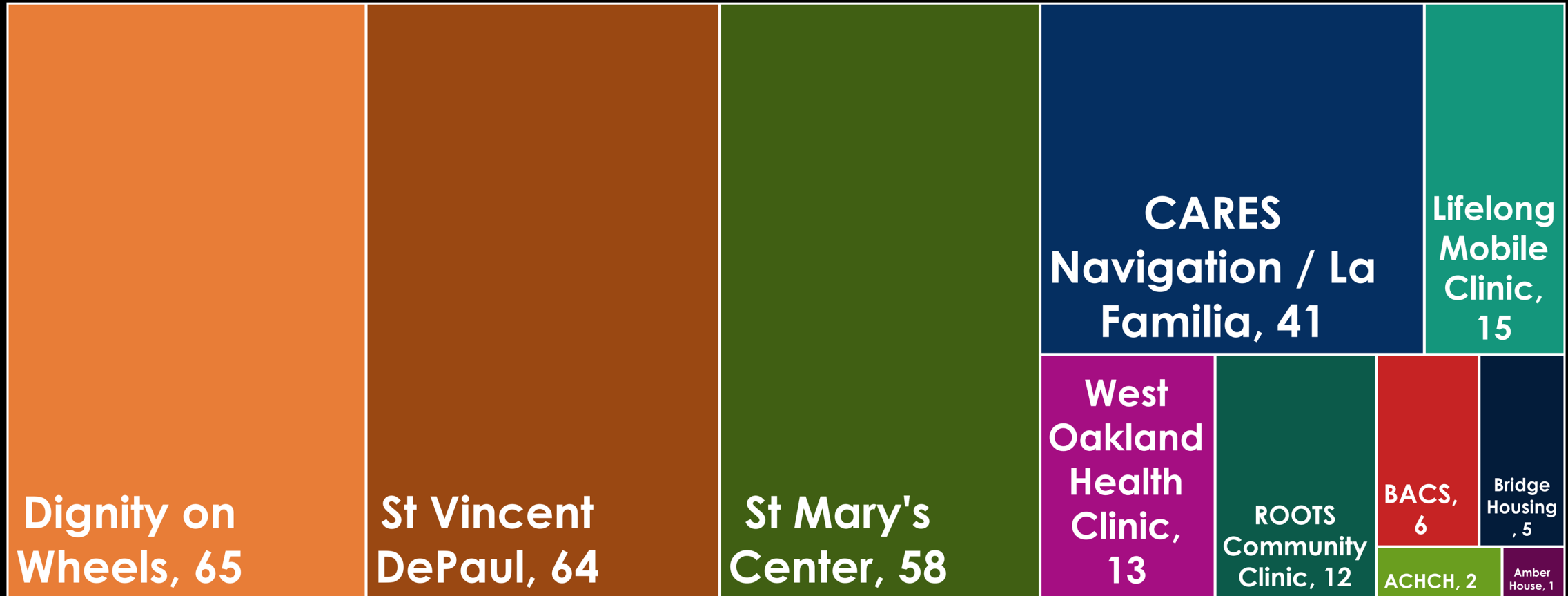
NOVEMBER 2022

Referrals	Aug 2022	Sept 2022	Oct 2022	Nov 2022	% change from prior month
CARES Navigation / La Familia	16	67	67	41	-39%
West Oakland Health Clinic	1	34	56	13	-77%
Lifelong Mobile Clinic	3	11	6	15	+150%
ACHCH (Alameda County Healthcare for the Homeless)	0	1	0	2	+2
Dignity on Wheels	1	4	8	65	+713%
HEPPAC (HIV Education and Prevention Project of Alameda County)	2	0	1	0	-1
BACS (Bay Area Community Services)	0	1	1	6	+500%
Amber House	0	0	0	1	+1
Bridge Housing	1	2	3	5	+67%
ROOTS Community Clinic	1	2	6	12	+100%
St Mary's Center	2	7	15	58	+287%
St Vincent DePaul	2	7	25	64	+156%
Total	29	136	188	282	+50%

➤ The MACRO Program referred 25% of its total calls in November to local services to meet the specialized needs of individuals seeking care.

LOCAL SERVICE REFERRALS

NOVEMBER 2022



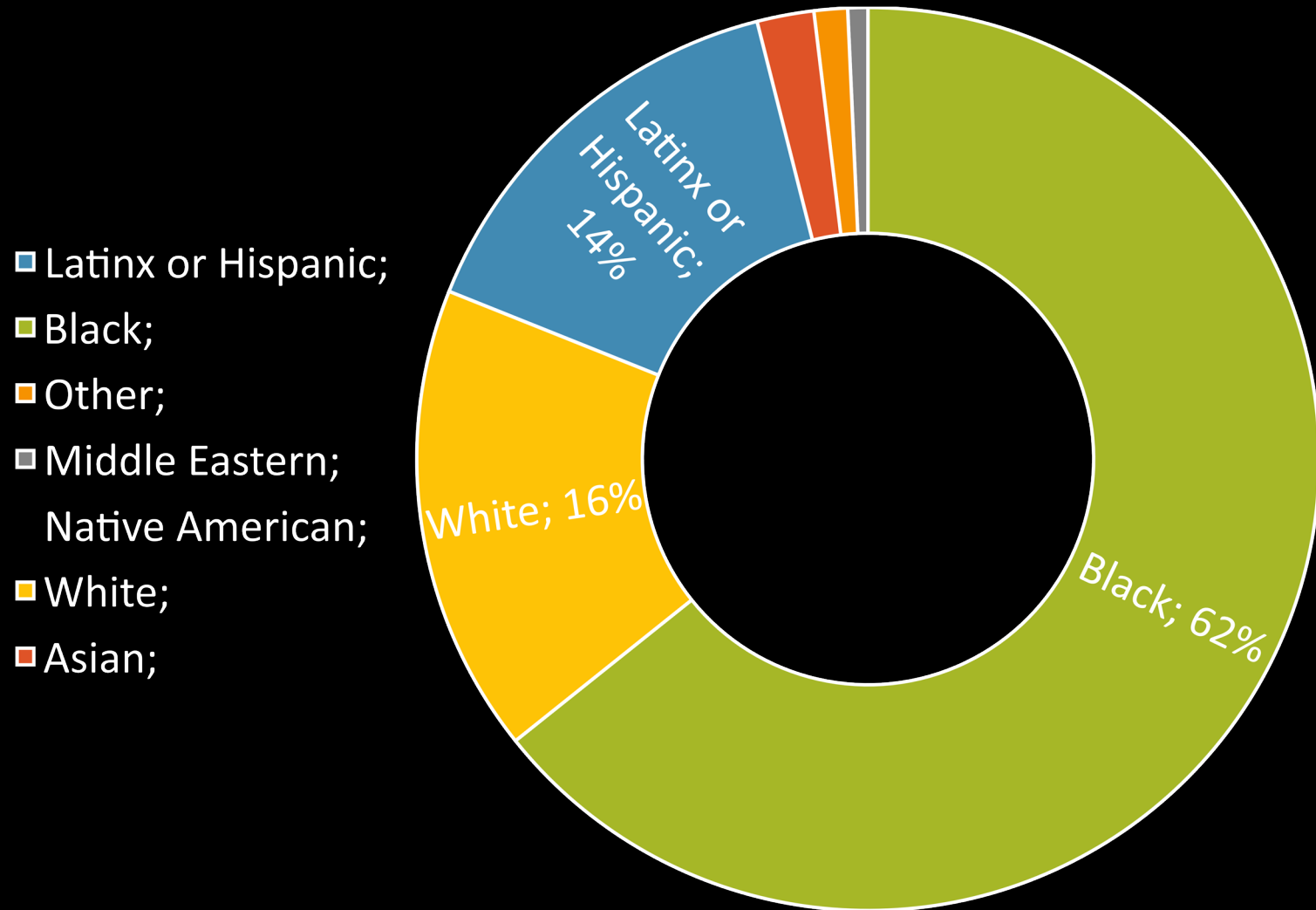
- ▶ Approximately **6 individuals per day expressed desire and were referred** by MACRO responders to local service providers for more targeted support in November 2022.

Relieving Fire Apparatus and Compassionately Connecting Unhoused with Clothing and Shelter

11/3/22

MACRO 7 dispatched at via Fire Engine for an intoxicated individual. Upon arrival MACRO found Fire personnel with the recipient who was sitting on the ground with two bags of belongings. Fire personnel made contact with MACRO for a handoff report. Fire personnel reported Recipient is intoxicated & wanted transport to St Vincent de Paul but just had soiled themselves and changed their mind, so Fire called for an ambulance transportation since Recipient stated they then wanted to go to a hospital. MACRO told Fire that they can still take Recipient to St Vincent de Paul if she would like so they can be relieved as well as the ambulance. Fire Paramedic told that to Recipient and MACRO EMT introduced themselves to the individual. Recipient said they remembered MACRO EMT. Recipient stated they wanted clothed to change into. MACRO told recipient that St Vincent de Paul had a closet of free clothes they will be able to have at St Vincent de Paul. And that in the meantime we have a fresh blanket for them to feel comfortable to ride in the car with EMT sitting in the back together. Recipient agreed to be transported by MACRO crew. Fire crew helped MACRO team get Recipient into MACRO van with their belongings. En route to St Vincent de Paul, recipient stated that they are interested in housing. MACRO told recipient that they will check in with them tomorrow about housing. Recipient told MACRO team that they had just spent time with their child earlier & also was in contact with BACS for housing. Recipient was given one water and two blankets. At destination, recipient was helped out of MACRO vehicle and EMT walked her over. Recipient denied any other supplies. MACRO 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.